

TRANSLATION

**Specification of
Competency
Standards for the
Hairdressing Industry
in Hong Kong**

September 2007

Table of Contents

	Page
Chapter 1	Preface
	Background..... 1
	Current Status of the Industry..... 1
	Specification of Competency Standards..... 2
Chapter 2	Qualifications Framework
	Qualifications Framework 4
	QF Levels..... 4
Chapter 3	Competency Standards
	Major Functional Areas of the Hairdressing Industry..... 5
	Competency Standards..... 8
	Units of Competency..... 8
	Recognition of Prior Learning..... 8

Appendices

	Page
Appendix 1 Generic Level Descriptors.....	10
Appendix 2 List of Competencies of Hairdressers	17
Appendix 3 Units of Competency	
Competency Level 1.....	27
Competency Level 2.....	61
Competency Level 3.....	95
Competency Level 4.....	134

Chapter 1

Preface

Industry Background

The hairdressing industry plays an important part in the services sector of Hong Kong. More than 20,000 employees, including stylists and technicians at different levels, work in thousands of salons to serve the people in Hong Kong. Some others work in hairdressing product companies to provide support to salon operation.

2. The Hong Kong hairdressing industry has enjoyed a privileged position in Southeast Asia. Hairdressers in the region came to learn from our hairdressers, who have also developed their business and provided technical training in the mainland since 1990s. As an international centre of information technology (IT), finance, re-export and services with a prime geographical location and close ties with China, Hong Kong has become the information hub for industry trends for more than one billion people in China after the reunification.

Current Status of the Industry

3. With the growing economy, the living standard of Hong Kong people has been improving. Consumers demand better hairdressing service. The industry has become more proficient and comprehensive. More advanced tools and equipment are used as a result of technological progress and development in the industry. Hairdressers are thus required to improve their knowledge and skills by continuous training in order to provide quality service.

4. New opportunities are brought by the Closer Economic Partnership Arrangement (CEPA) between Hong Kong and the mainland. Hairdressers here have taken the advantage of this open market and gone north for business development. They need to understand the market and receive professional training to meet the industry standard in China.

5. The pre-employment training or on-the-job training courses in hairdressing currently provided in Hong Kong do not cover all areas of development in the field. Not many hairdressers have received systematic and professional training. Only limited on-the-job training is provided mainly through an apprenticeship system or product-oriented courses provided by hair product traders. Standards of hairdressers vary while many are not equipped with proper knowledge in the profession and work procedures.

Specification of Competency Standards

6. In view of the present situation and future development in this industry, there is an urgent need to formulate a set of Specification of Competency Standards (SCS) to provide a comprehensive training framework to enhance technical standard, competitiveness and quality of service in the trade.

7. SCS sets out competency standards at various levels and each item of competency standard is based on the skills needed to fulfil a duty in the trade, including industry-specific knowledge, technical and soft skills. The functional areas and competency standards under SCS are grounded on practicality and competency. While meeting present needs, the specific knowledge and skills are set out with reference to future development of the industry and society.

8. In the long run, the SCS recognised by the industry will be regarded as the blueprint for training. It helps training providers to cover all knowledge and skills required to meet present and future needs. It also gives employees a clear picture of the pathway of learning and progression ladder in the industry which would be useful as they plan their studies and career development. This SCS will also provide guidance to the government along the implementation of qualifications framework.

9. The Hairdressing Industry Training Advisory Committee (HITAC), comprised of employers, employees in the industry and government representatives, has drafted this SCS to provide guidance for employees in the trade for further studies and career planning. Reference has been made to the present position and future development as well as professional standards and programmes in the mainland and overseas.

Chapter 2

Qualifications Framework

Qualifications Framework

10. The proposed Qualifications Framework (QF) is a hierarchy of qualifications which organises and supports the qualifications obtained through mainstream education, vocational training or further studies and provides clearly defined standards for each level. This classification describes the basic requirements of different QF levels, enabling potential and existing employees to obtain relevant qualifications through pre-vocational training and/or in-service training and/or the Recognition of Prior Learning (RPL) mechanism. This also serves as a reference for employers regarding the skills and knowledge of their employees as they acquire different qualifications.

11. One of the major goals of QF is to provide a set of clear and standard guidelines for individuals as they plan personal development. Individuals may either pursue a step-by-step learning pathway, specialising in certain skills (vertical development) to upgrade themselves in a particular area, or progress along a number of learning pathways to become multi-skilled (horizontal development). The full implementation of QF will help foster an environment and culture conducive to lifelong learning and continuing education. With the involvement of employers and employees and recognition in the industry, QF will also encourage training providers to develop more and better courses to meet the needs of the community and the industry.

QF Levels

12. The proposed QF will be a 7-tier framework (levels 1-7), of which level 7 is the most advanced. With reference to the competency required in the industry, HITAC has focused on units of competency and qualifications of levels 1 to 4. Units of competency for other levels will be enriched to reflect the future needs and development of the industry. HITAC has adopted the following generic level descriptors to define QF levels 1-4:

- (i) Knowledge and intellectual skills
- (ii) Processes
- (iii) Application, autonomy and accountability
- (iv) Communications, IT and numeracy

Please refer to Appendix 1 for details on generic level descriptors.

Chapter 3

Competency Standards

Major Functional Areas of the Hairdressing Industry

13. Proposed by HITAC, the major functional areas of the industry shall mainly refer to hairdressing services in salons, and the sale of hairdressing products, tools and equipment. SCS may consist of these major functional areas:

(i) Customer Service and Communication

This mainly covers skills in reception, communication with customers and handling customer relations.

(ii) Generic Functions of Hairdressing Industry

The functional area refers to the fundamentals, including code of practice, safety awareness, industry history, basic tools as well as knowledge of hair and scalp.

(iii) Hairstyle Design & Professional Techniques

This area consists of key skills and areas of competency of the entire hairdressing industry, like perming, bleaching and colouring, cutting, evening hair-up techniques and hairstyle design. All these are skills junior or senior hairdressers or stylists need to master.

(iv) Wig and Hair & Scalp Care

Skills in designing and maintaining wigs and hairpieces are covered here. Hair and scalp care is quite a specialised field, including trichology and dermatology related to hairdressing, prevention and handling of hair problems and scalp disorders.

(v) Technical Training

This area is about skills in providing in-house training to hairdressers and training skills of full-time professional hairdressing instructors.

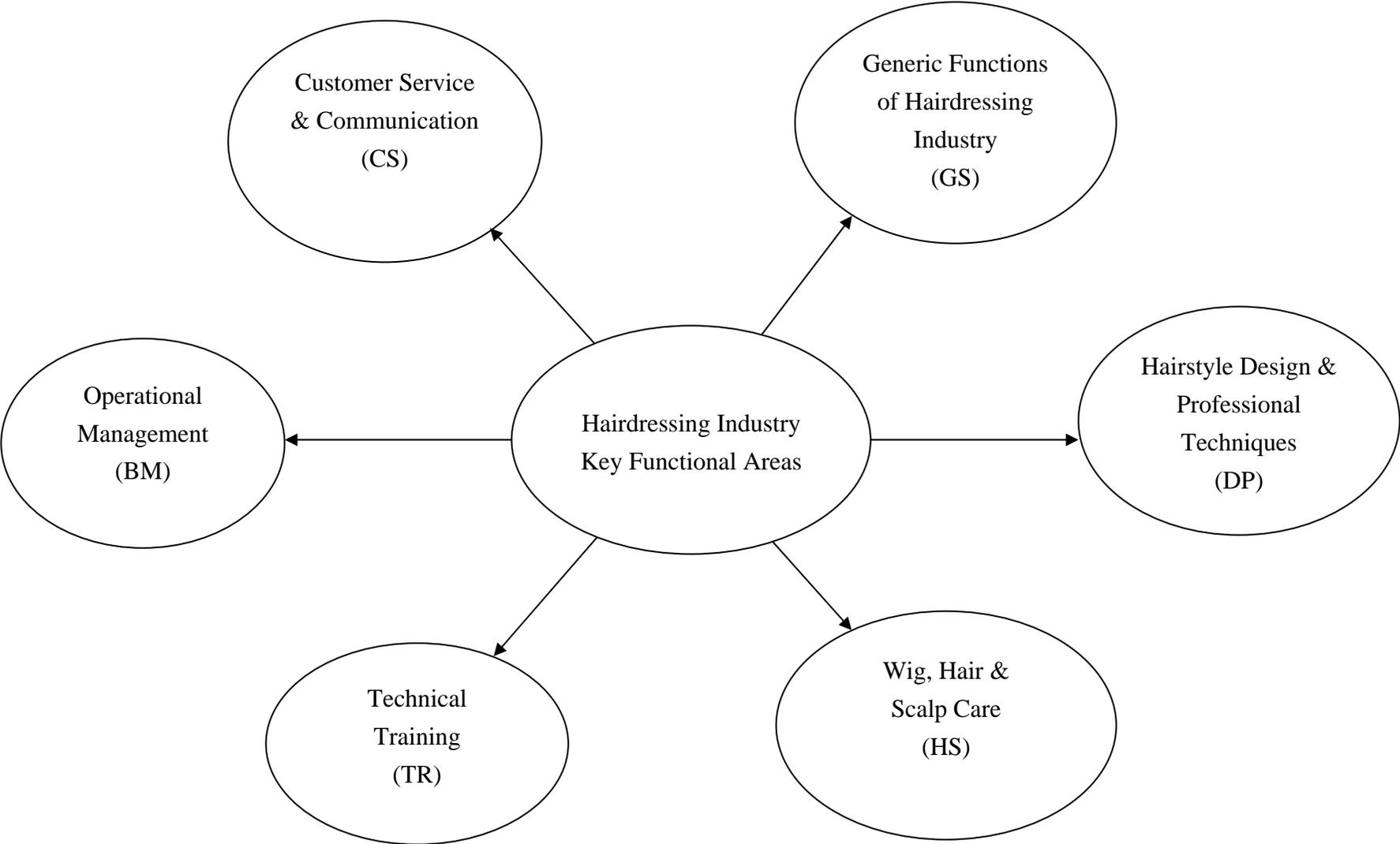
(vi) Operational Management

Basic knowledge in operation and management of salons and hairdressing product companies is included. Workers in the field are required to understand and master the sales of hairdressing service and products, financial management, human resources management, marketing and promotion. The laws in the mainland on salons and hairdressing products are also covered.

Please refer to diagram 1 for further information.

14. Based on the QF levels and the major functional areas, HITAC has formulated a List of Competencies of Hairdressers (Appendix 2) which details the competency standards for different competency levels and functional areas. It is designed to provide a set of clear and standard guidelines for individuals to plan their further studies. Individuals may either pursue a step-by-step learning pathway, specialising in certain skills (vertical development) to upgrade themselves in a particular area or progress along a number of learning pathways to become multi-skilled (horizontal development).

Hairdressing Industry Functional Map



Competency Standards

15. Competency standards refer to the skills and knowledge required for a particular job function. They represent the industry benchmarks for the skills, knowledge and attributes required to perform a job at a certain level, thus the most important component of SCS.

Units of Competency

16. HITAC has set out the competency standards for various job functions in the form of units of competency, which describe the performance and standards required for each unit. Please refer to Appendix 3 for details.

Every unit of competency comprises eight basic items:

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

Recognition of Prior Learning

17. A major concept of QF is that individuals may acquire knowledge and skills in the industry through work experience, apart from attending formal training courses. Qualification recognition may be applied for if such skills, knowledge and experience meet the competency standards set by HITAC.

18. Workers in the hairdressing industry have long been trained through apprenticeship or hairdressing product companies focusing on products. It is extremely difficult to determine

whether such training has met the competency standards. HITAC will consult members of the industry to develop an appropriate mechanism.

Level	Generic Level Descriptors			
	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communication, IT & Numeracy
1	<ul style="list-style-type: none"> - Employ recall and demonstrate elementary comprehension in a narrow range of areas with dependency on ideas of others - Exercise basic skills - Receive and pass on information - Use, under supervision or prompting, basic tools and materials. - Apply learnt responses to solve problems - Operate in familiar, personal and/or everyday contexts - Take some account, with prompting, of identified consequences of actions. 	<ul style="list-style-type: none"> - Operate mainly in closely defined and highly structured contexts - Carry out processes that are repetitive and predictable - Undertake the performance of clearly defined tasks - Assume a strictly limited range of roles. 	<ul style="list-style-type: none"> - The ability to perform tasks of routine and repetitive nature given clear direction - Carry out directed activity under close supervision - Rely entirely on external monitoring of output and quality 	<ul style="list-style-type: none"> - Use very simple skills with assistance — for example: - Take some part in discussions about straightforward subjects - Read and identify the main points and ideas from documents about straightforward subjects - Produce and respond to a limited range of simple, written and oral communications, in familiar/routine contexts - Carry out a limited range of simple tasks to process data and access information - Use a limited range of very simple and familiar numerical and pictorial data - Carry out calculations, using whole numbers and simple decimals to given levels of accuracy.

Level	Generic Level Descriptors			
	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communication, IT & Numeracy
2	<ul style="list-style-type: none"> - Apply knowledge based on an underpinning comprehension in a selected number of areas - Make comparisons with some evaluation and interpret available information - Apply basic tools and materials and use rehearsed stages for solving problems. - Operate in familiar, personal and/or everyday contexts - Take account the identified consequences of actions. 	<ul style="list-style-type: none"> - Choose from a range of procedures performed in a number of contexts, a few of which may be non-routine - Co-ordinate with others to achieve common goals. 	<ul style="list-style-type: none"> - The ability to perform a range of tasks in predictable and structured contexts - Undertake directed activity with a degree of autonomy - Achieve outcomes within time constraints - Accept defined responsibility for quantity and quality of output subject to external quality checking. 	<ul style="list-style-type: none"> - Use skills with some assistance — for example: <ul style="list-style-type: none"> - Take active part in discussions about identified subjects - Identify the main points and ideas from documents and reproduce them in other contexts - Produce and respond to a specified range of written and oral communications, in familiar/routine contexts - Carry out a defined range of tasks to process data and access information - Use a limited range of familiar numerical and graphical data in everyday contexts - Carry out calculations, using percentages and graphical data to given levels of accuracy.

Level	Generic Level Descriptors			
	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communication, IT & Numeracy
3	<ul style="list-style-type: none"> - Apply knowledge and skills in a range of activities, demonstrating comprehension of relevant theories - Access, organise and evaluate information independently and make reasoned judgements in relation to a subject or discipline - Employ a range of responses to well defined, but sometimes unfamiliar or unpredictable, problems - Make generalisations and predictions in familiar contexts. 	<ul style="list-style-type: none"> - Operate in a variety of familiar and some unfamiliar contexts, using a known range of technical or learning skills - Select from a considerable choice of predetermined procedures - Give presentations to an audience 	<ul style="list-style-type: none"> - The ability to perform tasks in a broad range of predictable and structured contexts which may also involve some non-routine activities requiring a degree of individual responsibility - Engage in self-directed activity with guidance/evaluation - Accept responsibility for quantity and quality of output - Accept well defined but limited responsibility for the quantity and quality of the output of others 	<ul style="list-style-type: none"> - Use a wide range of largely routine and well practiced skills — for example: <ul style="list-style-type: none"> - Produce and respond to detailed and complex written and oral communication in familiar contexts, and use a suitable structure and style when writing extended documents. - Select and use standard applications to obtain, process and combine information - Use a wide range of numerical and graphical data in routine contexts, which may have some non-routine elements.

Level	Generic Level Descriptors			
	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communication, IT & Numeracy
4	<ul style="list-style-type: none"> - Develop a rigorous approach to the acquisition of a broad knowledge base, with some specialist knowledge in selected areas - Present and evaluate information, using it to plan and develop investigative strategies - Deal with well defined issues within largely familiar contexts, but extend this to some unfamiliar problems - Employ a range of specialised skills and approaches to generate a range of responses. 	<ul style="list-style-type: none"> - Operate in a range of varied and specific contexts involving some creative and non-routine activities - Exercise appropriate judgement in planning, selecting or presenting information, methods or resources - Carry out routine lines of enquiry, development of investigation into professional level issues and problems. 	<ul style="list-style-type: none"> - The ability to perform skilled tasks requiring some discretion and judgement, and undertake a supervisory role - Undertake self-directed and a some directive activity - Operate within broad general guidelines or functions - Take responsibility for the nature and quantity of own outputs - Meet specified quality standards - Accept some responsibility for the quantity and quality of the output of others. 	<ul style="list-style-type: none"> - Use a wide range of routine skills and some advanced skills associated with the subject/discipline — for example: <ul style="list-style-type: none"> - Present using a range of techniques to engage the audience in both familiar and some new contexts - Read and synthesise extended information from subject documents; organise information coherently, convey complex ideas in well-structured form - Use a range of IT applications to support and enhance work - Plan approaches to obtaining and using information, choose appropriate methods and data to justify results & choices - Carry out multi-stage calculations.

Level	Generic Level Descriptors			
	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communication, IT & Numeracy
5	<ul style="list-style-type: none"> - Generate ideas through the analysis of abstract information and concepts - Command wide ranging, specialised technical, creative and/or conceptual skills - Identify and analyse both routine and abstract professional problems and issues, and formulate evidence-based responses - Analyse, reformat and evaluate a wide range of information - Critically analyse, evaluate and/or synthesise ideas, concepts, information and issues - Draw on a range of sources in making judgements. 	<ul style="list-style-type: none"> - Utilise diagnostic and creative skills in a range of technical, professional or management functions - Exercise appropriate judgement in planning, design, technical and/or supervisory functions related to products, services, operations or processes. 	<ul style="list-style-type: none"> - Perform tasks involving planning, design, and technical skills, and involving some management functions - Accept responsibility and accountability within broad parameters for determining and achieving personal and/or group outcomes - Work under the mentoring of senior qualified practitioners - Deal with ethical issues, seeking guidance of others where appropriate. 	<ul style="list-style-type: none"> - Use a range of routine skills and some advanced and specialised skills in support of established practices in a subject/discipline, for example: <ul style="list-style-type: none"> - Make formal and informal presentations on standard/mainstream topics in the subject/discipline to a range of audiences - Participate in group discussions about complex subjects; create opportunities for others to contribute - Use a range of IT applications to support and enhance work - Interpret, use and evaluate numerical and graphical data to achieve goals/targets.

Level	Generic Level Descriptors			
	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communication, IT & Numeracy
6	<ul style="list-style-type: none"> - Critically review, consolidate, and extend a systematic, coherent body of knowledge - Utilise highly specialised technical research or scholastic skills across an area of study - Critically evaluate new information, concepts and evidence from a range of sources and develop creative responses - Critically review, consolidate and extend knowledge, skills practices and thinking in a subject/discipline - Deal with complex issues and make informed judgements in the absence of complete or consistent data/information. 	<ul style="list-style-type: none"> - Transfer and apply diagnostic and creative skills in a range of situations - Exercise appropriate judgement in complex planning, design, technical and/or management functions related to products, services, operations or processes, including resourcing and evaluation - Conduct research, and/or advanced technical or professional activity - Design and apply appropriate research methodologies. 	<ul style="list-style-type: none"> - Apply knowledge and skills in a broad range of professional work activities - Practice significant autonomy in determining and achieving personal and/or group outcomes - Accept accountability in related decision making including use of supervision - Demonstrate leadership and/or make an identifiable contribution to changes and development 	<ul style="list-style-type: none"> - Communicate, using appropriate methods, to a range of audiences including peers, senior colleagues, specialists - Use a wide range of software to support and enhance work; identify refinements to existing software to increase effectiveness or specific new software - Undertake critical evaluations of a wide range of numerical and graphical data, and use calculations at various stages of the work

Level	Generic Level Descriptors			
	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communication, IT & Numeracy
7	<ul style="list-style-type: none"> - Demonstrate and work with a critical overview of a subject or discipline, including an evaluative understanding of principal theories and concepts, and of its broad relationships with other disciplines - Identify, conceptualise and offer original and creative insights into new, complex and abstract ideas and information - Deal with very complex and/or new issues and make informed judgements in the absence of complete or consistent data/information - Make a significant and original contribution to a specialised field of inquiry, or to broader interdisciplinary relationships. 	<ul style="list-style-type: none"> - Demonstrate command of research and methodological issues and engage in critical dialogue - Develop creative and original responses to problems and issues in the context of new circumstances. 	<ul style="list-style-type: none"> - Apply knowledge and skills in a broad range of complex and professional work activities, including new and unforeseen circumstances - Demonstrate leadership and originality in tackling and solving problems - Accept accountability in related decision making - High degree of autonomy, with full responsibility for own work, and significant responsibility for others - Deal with complex ethical and professional issues. 	<ul style="list-style-type: none"> - Strategically use communication skills, adapting context and purpose to a range of audiences - Communicate at the standard of published academic work and/or critical dialogue - Monitor, review and reflect on own work and skill development, and change and adapt in the light of new demands - Use a range of software and specify software requirements to enhance work, anticipating future requirements - Critically evaluate numerical and graphical data, and employ such data extensively.

List of Competencies of Hairdressers

Functional Areas	Customer Service & Communication	Generic Functions of Hairdressing Industry	Hairstyle Design & Professional Techniques	Wig, Hair & Scalp Care	Technical Training	Operational Management
QF Level	CS	GS	DP	HS	TR	BM
	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
1	Basic communication with customers in English (5 credits) HDZZCS101A (P. 27)	Understanding professional ethics, hygiene, safety use of electrical appliances and chemicals (4 credits) HDZZGS101A (P. 32)	Shampooing and conditioning (3 credits) HDZZDP101A (P. 39)	Knowledge of wigs (2 credits) HDZZHS101A (P. 54)		Basic operation of applications software and the Internet (4 credits) HDZZBM101A (P. 57)
	Basic communication with customers in Putonghua (5 credits) HDZZCS102A (P. 28)	Understand the general use and applications of hairdressing products, tools and equipment (4 credits) HDZZGS102A (P. 34)	Understand winding and blow-drying (4 credits) HDZZDP102A (P. 41)	Knowledge of hair and scalp (3 credits) HDZZHS102A (P. 55)		Promote hairdressing products and services to customers in salons (3 credits) HDZZBM102A (P. 59)
	Receive customers (3 credits) HDZZCS103A (P. 29)	Chinese and western history and development of hairdressing (3 credits) HDZZGS103A (P. 36)	Understand basic perming techniques (3 credits) HDZZDP103A (P. 43)			
		Understand ingredients, applications and thing-to-note on labels of hairdressing products (2 credits) HDZZGS104A (P. 38)	Basic perming techniques (5 credits) HDZZDP104A (P. 45)			

<u>Functional Areas</u>	<u>Customer Service & Communication</u>	<u>Generic Functions of Hairdressing Industry</u>	<u>Hairstyle Design & Professional Techniques</u>	<u>Wig, Hair & Scalp Care</u>	<u>Technical Training</u>	<u>Operational Management</u>
<u>QF Level</u>	<u>CS</u>	<u>GS</u>	<u>DP</u>	<u>HS</u>	<u>TR</u>	<u>BM</u>
	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>
1			Understand basic colouring techniques (3 credits) HDZZDP105A (P. 47)			
			Master basic colouring techniques (4 credits) HDZZDP106A (P. 49)			
			Basic knowledge in hair cutting and blow-drying (4 credits) HDZZDP107A (P. 50)			
			Master techniques for head massage (5 credits) HDZZDP108A (P. 52)			

List of Competencies of Hairdressers

Functional Areas	Customer Service & Communication	Generic Functions of Hairdressing Industry	Hairstyle Design & Professional Techniques	Wig, Hair & Scalp Care	Technical Training	Operational Management
	CS	GS	DP	HS	TR	BM
QF Level	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
2	Communicate with salon customers in English on hairdressing services and relevant enquiries (6 credits) HDZZCS201A (P. 61)	Basic concept in quality (3 credits) HDZZGS201A (P. 69)	Understand perming (3 credits) HDZZDP201A (P. 70)	Master basic techniques for wig care (3 credits) HDZZHS201A (P. 87)		Handle documents and information with computers (6 credits) HDZZBM201A (P. 90)
	Communicate with salon customers in Putonghua on hairdressing services and relevant enquiries (6 credits) HDZZCS202A (P. 63)		Apply perming techniques (4 credits) HDZZDP202A (P. 72)	Master general techniques for hair and scalp care (4 credits) HDZZHS202A (P. 88)		Sell hairdressing products, tools and equipment to salons (4 credits) HDZZBM202A (P. 91)
	Develop effective working and interpersonal relationships (5 credits) HDZZCS203A (P. 65)		Techniques of colouring and changing colour intensity (3 credits) HDZZDP203A (P. 73)			Plan purchase and keep stock of salon products (4 credits) HDZZBM203A (P. 93)
	Understand quality customer service for hairdressing (3 credits) HDZZCS204A (P. 67)		Master techniques of covering grey hair, colouring, bleaching and highlighting (5 credits) HDZZDP204A (P. 75)			

Functional Areas	<u>Customer Service & Communication</u>	<u>Generic Functions of Hairdressing Industry</u>	<u>Hairstyle Design & Professional Techniques</u>	<u>Wig, Hair & Scalp Care</u>	<u>Technical Training</u>	<u>Operational Management</u>
QF Level	<u>CS</u>	<u>GS</u>	<u>DP</u>	<u>HS</u>	<u>TR</u>	<u>BM</u>
	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>
2			Knowledge of hair cutting and blow-drying (4 credits) HDZZDP205A (P. 77)			
			Apply cutting and blow-drying techniques (8 credits) HDZZDP206A (P. 79)			

List of Competencies of Hairdressers

Functional Areas	<u>Customer Service & Communication</u>	<u>Generic Functions of Hairdressing Industry</u>	<u>Hairstyle Design & Professional Techniques</u>	<u>Wig, Hair & Scalp Care</u>	<u>Technical Training</u>	<u>Operational Management</u>
QF Level	<u>CS</u>	<u>GS</u>	<u>DP</u>	<u>HS</u>	<u>TR</u>	<u>BM</u>
	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>
2			Understand basic evening hairstyles (3 credits) HDZZDP207A (P. 81)			
			Apply basic evening hairstyling techniques (7 credits) HDZZDP208A (P. 83)			
			Understand basic concepts of design (5 credits) HDZZDP209A (P. 84)			
			Design hairstyles matching head and facial shapes (5 credits) HDZZDP210A (P. 86)			

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Functional Areas	Customer Service & Communication	Generic Functions of Hairdressing Industry	Hairstyle Design & Professional Techniques	Wig, Hair & Scalp Care	Technical Training	Operational Management
	CS	GS	DP	HS	TR	BM
QF Level	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
3	Business correspondence in English (3 credits) HDZZCS301A (P. 95)	Knowledge in prevailing technology and techniques in hairdressing (4 credits) HDZZGS301A (P. 99)	Apply perm knowledge to design hairstyle (4 credits) HDZZDP301A (P. 100)	Hair extension (5 credits) HDZZHS301A (P. 117)	Supervise hairdressing practitioners in salons (5 credits) HDZZTR301A (P. 123)	Handle human resources issues in salons (6 credits) HDZZBM301A (P. 124)
	Handle customer complaints and suggestions (5 credits) HDZZCS302A (P. 96)		Apply perm techniques for hairstyle design (8 credits) HDZZDP302A (P. 102)	Use of wig for hairstyle design (6 credits) HDZZHS302A (P. 119)		Handle human resources issues in hairstyle product companies (6 credits) HDZZBM302A (P. 127)
	Business correspondence in Chinese (3 credits) HDZZCS303A (P. 98)		Knowledge in bleaching, colouring and highlighting skills and ways of colour correction (4 credits) HDZZDP303A (P. 104)	Intensive care for hair and scalp (4 credits) HDZZHS303A (P. 121)		Knowledge of market survey and analysis (6 credits) HDZZBM303A (P. 129)
			Perform the entire procedure of bleaching and colouring; apply skills for highlighting and ways of colour correction (8 credits) HDZZDP304A (P. 106)			Manage and use customer records (3 credits) HDZZBM304A (P. 130)

Functional Areas	<u>Customer Service & Communication</u>	<u>Generic Functions of Hairdressing Industry</u>	<u>Hairstyle Design & Professional Techniques</u>	<u>Wig, Hair & Scalp Care</u>	<u>Technical Training</u>	<u>Operational Management</u>
	<u>CS</u>	<u>GS</u>	<u>DP</u>	<u>HS</u>	<u>TR</u>	<u>BM</u>
<u>QF Level</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>
3			Apply hair cutting and blow-drying knowledge for hairstyle design (4 credits) HDZZDP305A (P. 108)			Handle daily income and expenses of salons with bookkeeping (8 credits) HDZZBM305A (P. 132)
			Apply hair cutting and blow-drying skills for hairstyle design (8 credits) HDZZDP306A (P. 110)			
			Techniques for traditional and trendy evening hairstyling (4 credits) HDZZDP307A (P. 112)			
			Apply traditional and trendy evening hairstyling techniques (8 credits) HDZZDP308A (P. 114)			
			Employ basic skills for hairstyle design (8 credits) HDZZDP309A (P. 116)			

List of Competencies of Hairdressers

Functional Areas	Customer Service & Communication	Generic Functions of Hairdressing Industry	Hairstyle Design & Professional Techniques	Wig, Hair & Scalp Care	Technical Training	Operational Management
	CS	GS	DP	HS	TR	BM
QF Level	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
4			Knowledge of professional perm (4 credits) HDZZDP401A (P. 134)	Master wig design techniques (3 credits) HDZZHS401A (P. 155)	Comments on skills and hairstyles and serve as judges in contests (4 credits) HDZZTR401A (P. 158)	Promote salon services and develop business (4 credits) HDZZBM401A (P. 163)
			Master techniques of professional perming (8 credits) HDZZDP402A (P. 136)	Handle problems of hair and Scalp (6 credits) HDZZHS402A (P. 156)	Develop curricula for professional hairdressing courses and implement training (12 credits) HDZZTR402A (P. 160)	Promote hairdressing products and explore business opportunities (4 credits) HDZZBM402A (P. 165)
			Knowledge of professional bleaching and hair colouring (4 credits) HDZZDP403A (P. 138)			Understand financial management in salons (5 credits) HDZZBM403A (P. 166)
			Master techniques for bleaching and colouring (8 credits) HDZZDP404A (P. 140)			Understand financial management for hairstyle product companies (5 credits) HDZZBM404A (P. 169)

Functional Areas	<u>Customer Service & Communication</u>	<u>Generic Functions of Hairdressing Industry</u>	<u>Hairstyle Design & Professional Techniques</u>	<u>Wig, Hair & Scalp Care</u>	<u>Technical Training</u>	<u>Operational Management</u>
QF Level	<u>CS</u>	<u>GS</u>	<u>DP</u>	<u>HS</u>	<u>TR</u>	<u>BM</u>
	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>
4			Knowledge of professional hair cutting and blow-drying and hairstyle design (3 credits) HDZZDP405A (P. 142)			Understand liabilities borne by salons and insurance plans needed (4 credits) HDZZBM405A (P. 171)
			Master professional cutting and blow-drying techniques for hairstyle design (6 credits) HDZZDP406A (P. 144)			Understand logistics of import and export of hairdressing products (4 credits) HDZZBM406A (P. 173)

List of Competencies of Hairdressers

Functional Areas	<u>Customer Service & Communication</u>	<u>Generic Functions of Hairdressing Industry</u>	<u>Hairstyle Design & Professional Techniques</u>	<u>Wig, Hair & Scalp Care</u>	<u>Technical Training</u>	<u>Operational Management</u>
QF Level	<u>CS</u>	<u>GS</u>	<u>DP</u>	<u>HS</u>	<u>TR</u>	<u>BM</u>
	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>	<u>Unit of Competency</u>
4			Apply hair put-up knowledge for evening hairstyle (4 credits) HDZZDP407A (P. 146)			Understand relevant laws for salons operation on the mainland (5 credits) HDZZBM407A (P. 175)
			Master hair put-up techniques to design evening hairstyles (8 credits) HDZZDP408A (P. 148)			Understand relevant laws for marketing hairdressing equipment on the mainland (6 credits) HDZZBM408A (P. 177)
			Design hairstyles to match the overall image (10 credits) HDZZDP409A (P. 150)			
			Participate in hairdressing contest and hairstyle demonstration show (4 credits) HDZZDP410A (P. 152)			

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Basic communication with customers in English
2. Code	HDZZCS101A
3. Level	1
4. Credit	5
5. Competency	<p style="text-align: center;"><u>Performance requirements</u></p> <p>5.1 Receive customers in simple English</p> <ul style="list-style-type: none"> ◆ Introduce oneself and provide information of the salon in simple English ◆ Greet customers in simple English ◆ Find out their service requests in simple English ◆ Express figures and explain charges and payment methods in simple English <p>5.2 Take telephone appointments in simple English</p> <ul style="list-style-type: none"> ◆ Conduct telephone conversations in simple English ◆ Handle telephone appointments and take messages in simple English
6. Range	Receive customers in salons and answer telephone enquiries in simple English.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) General greetings in English; receive customers and answer telephone enquiries in a polite and predetermined manner.</p>
8. Remarks	This unit of competency is applicable to workers of the industry in general.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Basic communication with customers in Putonghua
2. Code	HDZZCS102A
3. Level	1
4. Credit	5
5. Competency	<p style="text-align: center;"><u>Performance requirements</u></p> <p>5.1 Receive customers in simple Putonghua</p> <ul style="list-style-type: none"> ◆ Introduce oneself and the background of the salon in simple Putonghua ◆ Greet customers in simple Putonghua ◆ Find out their service requests in simple Putonghua ◆ Express figures in Putonghua and explain charges and payment methods in simple Putonghua <p>5.2 Take telephone appointments in Putonghua</p> <ul style="list-style-type: none"> ◆ Conduct telephone conversations in Putonghua ◆ Handle telephone appointments and take messages in Putonghua
6. Range	Receive customers in salons and answer telephone enquiries in simple Putonghua.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) General greetings in Putonghua; receive customers and answer telephone enquiries in a polite and predetermined manner.</p>
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired basic proficiency in Putonghua.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Receive customers		
2. Code	HDZZCS103A		
3. Level	1		
4. Credit	3		
5. Competency	<u>Performance requirements</u>		
	5.1	Provide a tidy and comfortable environment for customers	<ul style="list-style-type: none"> ◆ Maintain personal hygiene, manner and appearance ◆ Keep the salon clean and tidy ◆ Keep hairdressing products and tools clean and orderly placed ◆ Dispose of wastes properly
	5.2	Receive customers politely	<ul style="list-style-type: none"> ◆ Greet customers promptly and sincerely ◆ Briefly introduce oneself, the salon and its services ◆ Simple communication with customers; find out their service requests and inform clearly the colleagues-in-charge ◆ Answer or forward customer enquiries ◆ Maintain a good service attitude <ul style="list-style-type: none"> • Polite • Attentive • Respectful • Sincere

	<p>5.3 Handle telephone enquiries or appointments</p>	<ul style="list-style-type: none"> ◆ Answer phone calls politely ◆ Be attentive; identify callers and the reasons for their call ◆ Make clear records of phone call, including caller's name and the reasons for their call; inform colleagues-in-charge of such information clearly. ◆ Follow up with all phone calls
	<p>5.4 Handle appointments in person</p>	<ul style="list-style-type: none"> ◆ Handle appointments in person politely ◆ Handle telephone appointments politely ◆ Schedule appointments with reference to time required and manpower for the service; record request details and information for each appointment clearly ◆ Confirm appointments with the customers ◆ Inform those who need to know the appointment details
	<p>5.5 Handle lateness or absence</p>	<ul style="list-style-type: none"> ◆ Avoid causing embarrassment to customers in case of lateness or absence ◆ Arrange postponed service or reschedule appointments ◆ Make arrangement so that customers can wait comfortably for the postponed service
	<p>5.6 Manage customer records</p>	<ul style="list-style-type: none"> ◆ Create database entries for new customers ◆ Update and manage customer information accurately ◆ Understand the Personal Data (Privacy) Ordinance and keep customer information confidential ◆ Decide whether certain customer information should be kept

	<p>5.7 Calculate bills accurately</p> <ul style="list-style-type: none"> ◆ Calculate bills for service provided and items sold ◆ Handle credit card payments <p>5.8 Understand the work flow of various service items</p> <ul style="list-style-type: none"> ◆ Understand the work flow from the customers' arrival to the provision of service ◆ Knowledge in different hairdressing services and work flows ◆ Have an understanding of post-service procedures <p>5.9 Have an understanding of crises and basic skills in crisis management</p> <ul style="list-style-type: none"> ◆ Understand common problems in salons, e.g. cash management, fake notes, fraud, customer conflicts ◆ Understand ways to prevent the problems above ◆ Understand common ways to handle these problems ◆ Report the incidents to the senior
6. Range	Generally receive customers in salons.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Generally receive customers in salons: keep the place tidy and comfortable; communicate with customers and handle appointments; manage customer records; manage accounts and common crises.</p>
8. Remarks	This unit of competency is applicable to workers of the industry in general.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Understand professional ethics, hygiene, safety use of electrical appliances and chemicals	
2. Code	HDZZGS101A	
3. Level	1	
4. Credit	4	
5. Competency	<p style="text-align: center;"><u>Performance requirements</u></p> <p>5.1 Understand and maintain professional ethics</p> <ul style="list-style-type: none"> ◆ Know about the professional ethics for hairdressers ◆ Maintain decent manners and appearance; be confident and friendly ◆ Receive customers politely and sincerely ◆ Further study and self-advancement to enhance professional knowledge and skills <p>5.2 Maintain hygiene</p> <ul style="list-style-type: none"> ◆ Maintain personal hygiene and proper manner and appearance; keep both hands clean in particular ◆ Keep the salon and the nearby areas clean and tidy; keep all tools clean ◆ Avoid cross-contamination <p>5.3 Safety knowledge in electrical appliances for hairdressing</p> <ul style="list-style-type: none"> ◆ Understand proper and safe ways to use electrical appliances for hairdressing ◆ Connect appliances to power properly ◆ Arrange for repair of damaged appliances 	

	<p>5.4 Understand details of chemicals used in salons</p> <ul style="list-style-type: none"> ◆ Know about the proper ways to handle hairdressing chemicals ◆ Know about the preliminary procedures on how to handle common misuse of hairdressing chemicals ◆ Know about the matching of chemicals with hair condition ◆ Know about the measures for handling emergency involving chemicals <p>5.5 Occupational safety knowledge in salons</p> <ul style="list-style-type: none"> ◆ Maintain proper posture to prevent injuries ◆ Avoid behaviours potentially harmful to oneself and others ◆ Identify types of fire extinguishers and their use ◆ Have basic first-aid knowledge ◆ Know about the industrial safety equipment in salons <p>5.6 Basic knowledge in Hong Kong labour legislation</p> <ul style="list-style-type: none"> ◆ Understand the basic provisions for employees in the Employment Ordinance and labour legislation ◆ Understand the basic provisions of the Employees' Compensation Ordinance ◆ Understand the basic provisions of the Occupational Safety and Health Ordinance
6. Range	Perform regular duties in salons with a professional attitude in a systemic manner.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Follow the professional code of practice when working and serving customers; (ii) Keep oneself and the working environment clean; and (iii) Use tools and hairdressing products safely; follow the Occupational Safety and Health Ordinance.
8. Remarks	This unit of competency is applicable to workers of the industry in general.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Understand the general use and applications of hairdressing products, tools and equipment	
2. Code	HDZZGS102A	
3. Level	1	
4. Credit	4	
5. Competency	<u>Performance requirements</u>	
	5.1 Major furniture and fixtures in salons	<ul style="list-style-type: none"> ◆ Understand the functions, merits and demerits of different shampoo basins ◆ Understand the merits and demerits of different hairdressing chairs and how to adjust them ◆ Know how to clean and maintain salon furniture and equipment
	5.2 Major electrical appliances in salons	<ul style="list-style-type: none"> ◆ Can connect appliances to power supply correctly ◆ Know about the performance, functions and safety use of heat generating tools such as blow dryers and curling irons ◆ Basic knowledge of maintaining electrical appliances ◆ Understand safety procedures in case of electricity leakage
	5.3 Major hairdressing tools in salons	<ul style="list-style-type: none"> ◆ Understand how to use and maintain tools like different combs, brushes, hair clips and setting rollers
	5.4 Major hair cutting tools in salons	<ul style="list-style-type: none"> ◆ Understand how to use different hair cutting tools ◆ Understand how to operate scissors properly ◆ Understand how to maintain scissors

	<p>5.5 The use and maintenance of tools and equipment in salons</p> <p>◆ Properly and safely use salon tools and equipment to help hairstylists provide service</p>
6. Range	Use different hairdressing products, tools and equipment to help hairstylists provide regular service in salons.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Understand the basic applications and operation of different products, tools and equipment; and</p> <p>(ii) Properly and safely operate and maintain hairdressing tools and equipment under supervision.</p>
8. Remarks	This unit of competency is applicable to workers of the industry in general.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Chinese and western history and development of hairdressing		
2. Code	HDZZGS103A		
3. Level	1		
4. Credit	3		
5. Competency	<u>Performance requirements</u>		
	5.1	Hairstyles and hairdressing tools in ancient and modern China	<ul style="list-style-type: none"> ◆ Have an understanding of hairstyles, hairdressing tools and hair accessories in different periods of ancient and modern China
	5.2	The latest hairstyles in China	<ul style="list-style-type: none"> ◆ Have an understanding of the latest hairstyles in China ◆ Identify factors affecting hairstyles in modern China
	5.3	Western history and development of hairdressing	<ul style="list-style-type: none"> ◆ Have an understanding of the brief history and development of western hairstyles ◆ Knowledge of major hair accessories in western history ◆ Understand the development of western hairdressing tools
	5.4	Brief history of hairdressing techniques in Hong Kong	<ul style="list-style-type: none"> ◆ Have an understanding of the brief history of hairdressing techniques in Hong Kong ◆ Identify factors affecting the development of hairstyles in Hong Kong

	<p>5.5 Brief history of the Hong Kong hairdressing industry</p> <p>5.6 Hairstyles currently popular in the world</p> <p>5.7 Impacts of technological development on hairstyles</p> <p>5.8 Significance of ancient hairdressing development on hairdressing industry</p>	<p>◆ Have an understanding of the brief history of the Hong Kong hairdressing industry</p> <p>◆ Have an understanding of hairstyles currently popular in the world</p> <p>◆ Identify major countries influencing trends of hairstyles in the world and their impacts</p> <p>◆ Have a brief understanding of the impacts of modern technology on hairdressing techniques and hairstyle design</p> <p>◆ Impacts of ancient hairdressing skills and hairstyles on modern hairstyles and tool development</p>
6. Range	Provide information to customers in salons with reference to Chinese and western development of hairdressing skills and hairstyle design.	
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Master modern hairstyle design through an understanding of Chinese and western development of hairdressing skills and hairstyle design; make reference to such when providing information to customers.</p>	
8. Remarks	This unit of competency is applicable to workers of the industry in general.	

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Understand ingredients, applications and things-to-note on labels of hairdressing products
2. Code	HDZZGS104A
3. Level	1
4. Credit	2
5. Competency	<p style="text-align: center;"><u>Performance requirements</u></p> <p>5.1 Basic knowledge of product ingredients, use and effects</p> <ul style="list-style-type: none"> ◆ Understand the restrictions on hairdressing products in the Consumer Goods Safety Ordinance ◆ Understand the basic structure of product formulas ◆ Knowledge of ingredients commonly found on product labels and their functions ◆ Knowledge of ingredients commonly prohibited or restricted <p>5.2 Understand product labels</p> <ul style="list-style-type: none"> ◆ Knowledge of ingredients stated on product labels ◆ Knowledge of the proper use, effects, and things-to-note stated on product labels ◆ Choose the right type of hairdressing products
6. Range	Choose the right type of hairdressing products for customers in salons in daily work.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Understand labels of hairdressing products; identify ingredients, proper use and things-to-note of products; and</p> <p>(ii) Choose the right type of hairdressing products for customers in salons when providing regular hairdressing service.</p>
8. Remarks	This unit of competency is applicable to workers of the industry in general.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Shampooing and conditioning	
2. Code	HDZZDP101A	
3. Level	1	
4. Credit	3	
5. Competency	<u>Performance requirements</u>	
	5.1	<p>The principles of shampooing</p> <ul style="list-style-type: none"> ◆ Understand the purpose of shampooing ◆ Understand the hair cleansing functions of shampoo
	5.2	<p>Basic types of shampoo</p> <ul style="list-style-type: none"> ◆ Match shampoos with conditioners ◆ Understand functions of different shampoos
	5.3	<p>Basic shampooing procedures</p> <ul style="list-style-type: none"> ◆ Understand the entire shampooing procedure ◆ Understand the preparation before and after shampooing
	5.4	<p>Master shampooing techniques</p> <ul style="list-style-type: none"> ◆ Master the entire shampooing procedure, including water temperature, massaging and rinsing ◆ Complete the shampooing procedure within 15 minutes without dampening the customer's collar
	5.5	<p>Master the procedures of applying conditioners</p> <ul style="list-style-type: none"> ◆ Understand the application of conditioners ◆ Master procedures in applying conditioners, massaging and rinsing
6. Range	Under the supervision of hairstylists, provide shampooing and hair conditioning for customers in salons according to established procedures.	

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Under the supervision of hairstylists, provide regular shampooing and hair conditioning safely and properly within a set time according to established procedures.
8. Remarks	This unit of competency is applicable to workers of the industry in general.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Understand winding and blow-drying
2. Code	HDZZDP102A
3. Level	1
4. Credit	4
5. Competency	<p align="center"><u>Performance requirements</u></p> <p>5.1 Understand basic winding techniques</p> <ul style="list-style-type: none"> ◆ Differences between setting roller winding and perm rod winding ◆ Basic winding procedures ◆ Basic winding patterns <p>5.2 Understand principles of drying hair</p> <ul style="list-style-type: none"> ◆ Structural differences between wet and dry hair ◆ Changes with hair dampness <p>5.3 Understand different methods and procedures for drying hair</p> <ul style="list-style-type: none"> ◆ Functions and effects of different drying hair methods ◆ Proper procedures for different drying hair methods ◆ Effects of blow-drying on the hair <p>5.4 Master basic winding techniques</p> <ul style="list-style-type: none"> ◆ Complete the entire basic winding procedure with setting rollers within 45 minutes <p>5.5 Master basic hair-drying procedures</p> <ul style="list-style-type: none"> ◆ Complete the basic blow-drying procedure with vent brushes ◆ Safely use curling tongs and flat irons
6. Range	Provide regular winding and blow-drying service for customers in salons according to established procedures and under the supervision of hairstylists.
7. Assessment	The integrated outcome requirements of this unit of competency are:

Criteria	(i) Under the supervision of hairstylists, properly and safely complete regular winding and blow-drying procedures with basic winding and blow-drying skills within a specified time according to established procedures.
8. Remarks	This unit of competency is applicable to workers of the industry in general.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Understand basic perming techniques		
2. Code	HDZZDP103A		
3. Level	1		
4. Credit	3		
5. Competency	<u>Performance requirements</u>		
	5.1	Understand basic principles of perming	<ul style="list-style-type: none"> ◆ Effects of perm lotion on hair ◆ Effects of neutraliser on hair
	5.2	Understand basic requirements of perming	<ul style="list-style-type: none"> ◆ Master the preparatory skills for perming, including shampooing and pre-perm treatment ◆ Master the skills relating to winding angle, section, tension and smoothness ◆ Apply neutralisers properly ◆ Master the skills of after perm treatment
	5.3	Understand basic work flow of perming	<ul style="list-style-type: none"> ◆ Relationship between size of perm rods and hair curliness ◆ Can use one or two pieces of end paper for winding ◆ Master basic winding methods, including basic nine-sectional winding, brick winding, hair root winding and pin-curl ◆ Relationship between hair curliness, winding angles, tension and sections
	5.4	Different types of perm lotion	<ul style="list-style-type: none"> ◆ Understand basic functions of different perm lotions ◆ Match hair types with perm lotions of the same nature but of different strength

	<p>5.5 Winding and perming</p> <ul style="list-style-type: none"> ◆ Use perm rods for winding ◆ Use perm lotion for perming
6. Range	Provide perm service for customers in salons under the supervision of hairstylists.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Under the supervision of hairstylists, properly and safely perform regular winding and perming with basic perming and winding skills.</p>
8. Remarks	<p>This unit of competency is applicable to workers of the industry in general.</p> <p>This unit of competency is to be used with unit HDZZDP104A for a complete set of competency in hairdressing service.</p>

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Name	Basic perming techniques
2. Code	HDZZDP104A
3. Level	1
4. Credit	5
5. Competency	<p style="text-align: center;"><u>Performance requirements</u></p> <p>5.1 Master basic perming procedures</p> <ul style="list-style-type: none"> ◆ Preparation for perming, including shampooing and pre-perm treatment ◆ Master the skills relating to winding angle, section, tension and smoothness ◆ Apply neutralisers properly ◆ Master the skills of after perm treatment <p>5.2 Master winding techniques</p> <ul style="list-style-type: none"> ◆ Relationship between size of perm rods and hair curliness ◆ Can use one or two pieces of perm paper for winding ◆ Master basic winding methods, including basic nine-sectional winding, brick winding, hair root winding and pin-curl ◆ Understand the relationship between hair curliness, winding angles, tension and sections <p>5.3 Master the operation of perming equipment</p> <ul style="list-style-type: none"> ◆ Safely use an accelerator for a perm ◆ Basic techniques and safe operation of ceramic perming/straightening
6. Range	Under the supervision of hairstylists, help provide perming service to customers in salons with perming techniques.
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are:

	(i) Under the supervision of hairstylists, apply basic perming and winding techniques to help perform winding and perming procedures properly and safely.
8. Remarks	<p>The credit value of this unit of competency is set on the presumption that the learners have acquired basic knowledge of perming.</p> <p>This unit of competency is to be used with unit HDZZDP103A for a complete set of competency in hairdressing service.</p>

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Understand basic colouring techniques	
2. Code	HDZZDP105A	
3. Level	1	
4. Credit	3	
5. Competency	<u>Performance requirements</u>	
	5.1	<p>Understand basic theories in colouring</p> <ul style="list-style-type: none"> ◆ Formation of natural pigment of hair ◆ Light absorption and reflection ◆ Mutual effects of colours ◆ Effects of cool and warm colours on hair ◆ Colour theories and colour wheel
	5.2	<p>Understand principles and functions of different hair colourants</p> <ul style="list-style-type: none"> ◆ Principles of temporary, semi-permanent and permanent hair colourants
	5.3	<p>Understand functions of hydrogen peroxide</p> <ul style="list-style-type: none"> ◆ Understand how the strength of hydrogen peroxide affects colouring results
	5.4	<p>Understand basic procedures of applying hair colourants</p> <ul style="list-style-type: none"> ◆ Methods and procedures of applying different hair colourants safely ◆ Cleansing methods for different hair colourants ◆ Safety requirements and importance of each hair colouring step

	<ul style="list-style-type: none"> ◆ Effects of the sequence of application ◆ Differences between darkening and lightening of hair, retouching, removal of the hair colourant and bleaching, and the methods employed
5.5	<p>Understand how to make hair colourants last longer</p> <ul style="list-style-type: none"> ◆ Treatment after colouring for different hair colourants
5.6	<p>Colouring</p> <ul style="list-style-type: none"> ◆ Colour hair with hair colourants and hydrogen peroxide
6. Range	Provide basic colouring and cleansing service for customers in salons under the supervision of hairstylists.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Apply basic knowledge in colouring and cleansing; use hair colourants and hydrogen peroxide safely and effectively for basic colouring and cleansing under the supervision of hairstylists.</p>
8. Remarks	<p>This unit of competency is applicable to workers of the industry in general.</p> <p>This unit of competency is to be used with unit HDZZDP106A for a complete set of competency in hairdressing service.</p>

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Master basic colouring techniques
2. Code	HDZZDP106A
3. Level	1
4. Credit	4
5. Competency	<p style="text-align: center;"><u>Performance requirements</u></p> <p>5.1 Mix hair colourants and hydrogen peroxide</p> <ul style="list-style-type: none"> ◆ Mix hair colourants and hydrogen peroxide ◆ Apply suitable proportion of colourants ◆ Apply the mixture evenly <p>5.2 Master the procedures of applying different hair colourants</p> <ul style="list-style-type: none"> ◆ Skilled in applying permanent hair colourants safely ◆ Skilled in applying permanent hair colourants on hair roots and shafts safely ◆ Apply permanent hair colourants for first time colouring and retouching ◆ Control the timing of colouring <p>5.3 Master ways to wash away hair colourants</p> <ul style="list-style-type: none"> ◆ Procedures for washing away hair colourants ◆ Ways to preserve the colour
6. Range	Help hairstylists to provide basic colouring to customers in salons under their supervision.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Under the supervision of hairstylists, apply basic colouring and shampooing techniques skilfully; properly and safely help provide basic colouring service</p>
8. Remarks	<p>This unit of competency is applicable to workers of the industry in general.</p> <p>This unit of competency is to be used with unit HDZZDP105A for a complete set of competency in hairdressing service.</p>

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Basic knowledge in hair cutting and blow-drying
2. Code	HDZZDP107A
3. Level	1
4. Credit	4
5. Competency	<p style="text-align: center;"><u>Performance requirements</u></p> <p>5.1 Knowledge of different hair cutting tools</p> <ul style="list-style-type: none"> ◆ Functions of different hair cutting tools ◆ Safety and hygiene rules for different hair cutting tools <p>5.2 Knowledge of different blow-drying tools</p> <ul style="list-style-type: none"> ◆ Functions of different blow-drying tools ◆ Safety rules for different blow-drying tools <p>5.3 Knowledge of basic hair cutting methods</p> <ul style="list-style-type: none"> ◆ Sectioning, illustrations and theories for hair cutting ◆ Cutting angles and layers and relevant illustrations and theories ◆ Blunt cutting, thinning and layered cutting <p>5.4 Knowledge of basic blow-drying techniques</p> <ul style="list-style-type: none"> ◆ Importance of air direction in blow-drying ◆ Effects created by different hair brushes
6. Range	Preparatory work for cutting and blow-drying in salons under the supervision of hairstylists.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Apply basic knowledge of cutting and blow-drying under the supervision of hairstylists; properly and safely help hairstylists make preparation for regular cutting and blow-drying, including cleaning and preparing tools for cutting and blow-drying.</p>

8. Remarks	This unit of competency is applicable to workers of the industry in general.
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Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Master techniques for head massage
2. Code	HDZZDP108A
3. Level	1
4. Credit	5
5. Competency	<p style="text-align: center;"><u>Performance requirements</u></p> <p>5.1 Understand the relationship between acupoints of the head and the human body</p> <ul style="list-style-type: none"> ◆ Locations of major acupoints of the head ◆ Functions and effects of head massage ◆ What should be avoided in massaging <p>5.2 Understand preparatory work for massage</p> <ul style="list-style-type: none"> ◆ Keep hands clean ◆ Master warm-up skills for hands before massaging ◆ Help customers settle and stay in a proper, relaxed and comfortable position <p>5.3 Understand basic skills and safety rules for head massage</p> <ul style="list-style-type: none"> ◆ Master basic skills of head massage ◆ Understand safety rules for head massage <p>5.4 Understand procedures for head massage</p> <ul style="list-style-type: none"> ◆ Identify the purpose for each step of massage ◆ Identify the methods of each step of massage ◆ Understand the correct posture and position for taking each step ◆ Understand preventive measures against massage-related occupational diseases
6. Range	Carry out head massage for customers in salons according to established procedures under the supervision of hairstylists.

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) According to established procedures, carry out regular head massage properly and safely under the supervision of hairstylists.
8. Remarks	This unit of competency is applicable to workers of the industry in general.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Knowledge of wigs
2. Code	HDZZHS101A
3. Level	1
4. Credit	2
5. Competency	<p style="text-align: right;"><u>Performance requirements</u></p> <p>5.1 General knowledge of wigs</p> <ul style="list-style-type: none"> ◆ Basic functions of wigs ◆ Types of wig materials ◆ Different wig composition and textures ◆ Merits and demerits of different types of wigs <p>5.2 Types of wigs</p> <ul style="list-style-type: none"> ◆ Types of wigs and hairpieces ◆ Understand the importance of wigs and trends <p>5.3 Ways to wear wigs</p> <ul style="list-style-type: none"> ◆ Understand ways to wear different types of wigs ◆ Understand ways to remove different types of wigs
6. Range	In wig companies, explain merits and demerits of different types of wigs to customers for their reference in purchasing.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Preparation for designing and making wigs: to distinguish the materials, hair texture and pattern and their merits and demerits. Identify trendy wigs and hairpieces for male and female.</p> <p>(ii) Put on and take off wigs properly.</p>
8. Remarks	

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Knowledge of hair and scalp		
2. Code	HDZZHS102A		
3. Level	1		
4. Credit	3		
5. Competency	<u>Performance requirements</u>		
	5.1	Basic knowledge of head and scalp	<ul style="list-style-type: none"> ◆ Functions and structure of skin ◆ Knowledge of scalp and skull
	5.2	Basic knowledge of hair	<ul style="list-style-type: none"> ◆ Functions of hair ◆ Structure and growth of hair ◆ Types of hair ◆ Ways to protect hair and scalp ◆ Understand bonding chains in hair ◆ Understand the relationship between bonding chains and perming process
	5.3	pH value	<ul style="list-style-type: none"> ◆ Understand pH value and identify pH values of hair, shampoos and conditioners ◆ Understand pH value of hair and its importance to hair and scalp ◆ Identify functions of different types of shampoos and conditioners and their relation with pH value ◆ Identify functions of perming and colouring, and their relation with pH value
	5.4	Daily care for hair	<ul style="list-style-type: none"> ◆ Factors affecting hair conditions, e.g. health and psychological condition, diet, weather, daily haircare, and chemical procedures for hairdressing ◆ Basics of hair and scalp care

	<p>5.5 Common problems of hair and scalp</p> <ul style="list-style-type: none"> ◆ Common problems of hair and scalp ◆ Suggest to clients that they should consult a doctor for medical treatment on hair and scalp problems which are beyond the job of hairdressers; disinfect all used hairdressing tools <p>5.6 Hair and scalp care</p> <ul style="list-style-type: none"> ◆ Choose suitable shampoos and conditioners
6. Range	When attending customers in salons, choose appropriate shampoos and conditioners to treat their hair and scalp.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) When providing customers with hair service, give professional advice in hair and scalp care and identify problem hair and scalp; and (ii) Use appropriate shampoos and conditioners to treat customers' hair and scalp as directed by hairstylists.
8. Remarks	This unit of competency is applicable to workers of the industry in general.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Basic operation of applications software and the Internet	
2. Code	HDZZBM101A	
3. Level	1	
4. Credit	4	
5. Competency	<u>Performance requirements</u>	
	5.1 Operate computer and Windows applications	<ul style="list-style-type: none"> ◆ Basic operation and understanding of Chinese Windows ◆ Basic operation of computer keyboard and mouse ◆ Basic management of files, CDs and floppy disks ◆ Basic knowledge of computer viruses
	5.2 Chinese input	<ul style="list-style-type: none"> ◆ Basic Chinese input methods (e.g. Changjie, Qcode or other common Chinese input methods)
	5.3 Basic operation of Chinese Word and word processing	<ul style="list-style-type: none"> ◆ Basic operation of Chinese Word ◆ Create and edit simple documents ◆ Print documents ◆ Write and print promotional materials
	5.4 Operation of Chinese Excel and handling simple data	<ul style="list-style-type: none"> ◆ Basic operation of Chinese Excel ◆ Create spreadsheets and worksheets ◆ Create and edit data ◆ Print out data
	5.5 Use Internet and browser	<ul style="list-style-type: none"> ◆ Receive and send e-mail on Internet ◆ Disseminate promotional materials on Internet ◆ Collect information on Internet with browsers
6. Range	Use computers and software to carry out clerical work for daily operation and management of salons and hairdressing product companies.	

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Operate a computer; as directed, handle documents with basic Word or Excel functions and send/receive documents like promotion materials through the Internet.
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired basic computer knowledge.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Promote hairdressing products and services to customers in salons		
2. Code	HDZZBM102A		
3. Level	1		
4. Credit	3		
5. Competency	<u>Performance requirements</u>		
	5.1	Understand quality customer service	<ul style="list-style-type: none"> ◆ Understand customer needs and expectations through effective questioning and listening ◆ Understand customer requests and feelings; meet their needs beyond their expectations ◆ Provide after-sale service ◆ Provide a channel for feedback
	5.2	Understand consumer rights and behaviours	<ul style="list-style-type: none"> ◆ Consumer rights ◆ Buying behaviours and characteristics of salon customers
	5.3	Promote hairdressing services and products to consumers in salons	<ul style="list-style-type: none"> ◆ Basic sales techniques and proper service attitude, including politeness, attentiveness, respect and enthusiasm ◆ Be friendly and earn the trust of customers ◆ Understand how customers think and sell at appropriate time and circumstances ◆ Understand customer needs and provide professional analysis; then recommend products and services basing on the result of analysis ◆ Clearly explain the functions, effects and safety instructions of hairdressing products and services ◆ Draw customers to visit again

	<p>5.4 Promote household hairdressing products to consumers in salons</p> <ul style="list-style-type: none"> ◆ Basic skills of listening and persuasion ◆ Understand functions and methods-to-use of household hairdressing products ◆ Provide professional opinion, e.g. how to maintain a hairstyle; clearly explain to customers the functions, effects and methods-to-use of household hairdressing products
6. Range	Promote hairdressing products and service to customers in salons effectively.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Listen carefully to customers; find out what they need and make recommendations; and</p> <p>(ii) Promote hairdressing products and service according to company guidelines.</p>
8. Remarks	This unit of competency is applicable to workers of the industry in general.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Communicate with salon customers in English on hairdressing services and relevant enquiries
2. Code	HDZZCS201A
3. Level	2
4. Credit	6
5. Competency	<p align="center"><u>Performance requirements</u></p> <p>5.1 Serve customers and answer enquiries in English</p> <ul style="list-style-type: none"> ◆ Answer basic enquiries in English ◆ General greetings in English <p>5.2 Hairdressing terms in English</p> <ul style="list-style-type: none"> ◆ Use hairdressing terms in English: <ul style="list-style-type: none"> • Hairstyles, techniques and length • Hair quality: healthiness, thickness, curliness and texture • Styling: styling techniques, volume and waves • Products: hairstyles, shampoos and haircare products • Colouring: colours, types of hair colourant and highlight effects • Perm: procedures, effects and cares • Features: facial features for asking the customer about the preferred haircut length • Tools: combs, cutting tools and equipment <p>5.3 Use English to describe body parts for hairdressing purpose</p> <ul style="list-style-type: none"> ◆ Describe the head, including hair and scalp, in English ◆ Describe facial features in English ◆ Describe body shapes in English ◆ Describe characters and styles in English

	<p>5.4 Sales service in English</p> <ul style="list-style-type: none"> ◆ Introduce products and services in English ◆ Listen to and understand what service customers want in English ◆ Simple explanations about salon service like hairstyle designs and hair and scalp analysis ◆ Listen to customer opinions on services or products and give appropriate response in English
6. Range	Generally receive customers in English in salons.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Use common hairdressing terms and expressions in English to receive customers, e.g. explain products and services; explain hairstyle design and analyse hair and scalp; and give feedback to customers.</p>
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired basic English proficiency.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Communicate with salon customers in Putonghua on hairdressing services and relevant enquiries
2. Code	HDZZCS202A
3. Level	2
4. Credit	6
5. Competency	<p style="text-align: center;"><u>Performance requirements</u></p> <p>5.1 Serve customers and answer enquiries in Putonghua</p> <ul style="list-style-type: none"> ◆ Answer basic enquiries in Putonghua ◆ General greetings in Putonghua <p>5.2 Hairdressing terms in Putonghua</p> <ul style="list-style-type: none"> ◆ Use hairdressing terms in Putonghua: <ul style="list-style-type: none"> • Hairstyles, techniques and length • Hair quality: healthiness, thickness, curliness and texture • Styling: styling techniques, volume and waves • Products: hairstyles, shampoos and haircare products • Colouring: colours, types of hair colourant and highlight effects • Perm: procedures, effects and cares • Features: facial features for asking the customer about the preferred haircut length • Tools: combs, cutting tools and equipment <p>5.3 Use Putonghua to describe body parts for hairdressing purpose</p> <ul style="list-style-type: none"> ◆ Describe the head, including hair and scalp, in Putonghua ◆ Describe facial features in Putonghua ◆ Describe body shapes in Putonghua ◆ Describe characters and styles in Putonghua

	<p>5.4 Sales service in Putonghua</p> <ul style="list-style-type: none"> ◆ Introduce products and services in Putonghua ◆ Listen to and understand what service customers want in Putonghua ◆ Simple explanations about salon service like hairstyle designs and hair and scalp analysis ◆ Listen to customer opinions on services or products and give appropriate response in Putonghua
6. Range	Generally receive customers in Putonghua in salons.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Use common hairdressing terms and expressions in Putonghua to receive customers, e.g. explain products and services; explain hairstyle design and analyse hair and scalp; and give feedback to customers.</p>
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired basic Putonghua proficiency.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Develop effective working and interpersonal relationship		
2. Code	HDZZCS203A		
3. Level	2		
4. Credit	5		
5. Competency	<u>Performance requirements</u>		
	5.1	Effective working and interpersonal relationship with customers	<ul style="list-style-type: none"> ◆ Communicate with customers to earn their trust and good impression ◆ Provide consultation service to customers and answer or forward their enquiries ◆ Meet customers' reasonable requests and provide good service ◆ Protect customer privacy
	5.2	Effective working and interpersonal relationship with colleagues	<ul style="list-style-type: none"> ◆ Understand the structure and operation of a salon/company ◆ Communicate politely with colleagues to earn their trust and good impression and maintain a harmonious relationship at work ◆ Willing to accept colleagues' instructions and opinions politely, and ready to complete the tasks required by customers or colleagues ◆ Give or pass on clear instructions and information ◆ Maintain team spirit, and provide assistance or opinions to solve problems ◆ Protect colleagues' privacy

	5.3	Effective working and interpersonal relationship with other members in the industry	<ul style="list-style-type: none"> ◆ Participate in activities organised by industry organisations and understand the development of the industry ◆ Communicate with members of the industry to exchange information on world-wide trends of hairstyling and development of hairdressing techniques
	5.4	Control personal emotions	<ul style="list-style-type: none"> ◆ Understand and able to control personal emotions
6. Range	Develop effective working and interpersonal relationships with customers, colleagues in salons, and stakeholders of the industry.		
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Develop effective working and interpersonal relationships with customers, colleagues and stakeholders of the industry; maintain team spirit, working in cooperation and helping to each other at work.</p>		
8. Remarks			

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Understand quality customer service for hairdressing
2. Code	HDZZCS204A
3. Level	2
4. Credit	3
5. Competency	<p align="center"><u>Performance requirements</u></p> <p>5.1 Understand service attitude in salons</p> <ul style="list-style-type: none"> ◆ The “customer-oriented” principle in business ◆ The importance of customer service ◆ Poor attitude in hairstyle service ◆ Good attitude in hairstyle service <p>5.2 Quality customer service in salons</p> <ul style="list-style-type: none"> ◆ Understand the demands of salon customers ◆ Answer and receive customers with effective questioning and listening skills ◆ Provide quality service beyond what is requested ◆ Good attitude in hairstyle service <p>5.3 Maintain good attitude under pressure</p> <ul style="list-style-type: none"> ◆ Understand symptoms of pressure ◆ Control personal emotions when working under pressure ◆ Understand ways to relieve pressure <p>5.4 Skills to handle customers having different manners and behaviours</p> <ul style="list-style-type: none"> ◆ Understand different customer’s manners and behaviours in salons ◆ Skills to handle customers having different manners and behaviours in salons
6. Range	Receive customers with good attitudes and provide good service in salons.
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are:

	(i) Receive customers under normal circumstances and under pressure; respond appropriately to the demands of customers and provide quality service so that they will visit again.
8. Remarks	

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Basic concepts in quality
2. Code	HDZZGS201A
3. Level	2
4. Credit	3
5. Competency	<p align="center"><u>Performance requirements</u></p> <p>5.1 Provide quality customer service</p> <ul style="list-style-type: none"> ◆ Understand keys to quality ◆ Communication with customers ◆ Aware of their needs and treat them politely ◆ Responsive to their needs and enquiries ◆ Earn their trust ◆ Provide service beyond customer expectations <p>5.2 Concepts of product quality</p> <ul style="list-style-type: none"> ◆ Have an understanding of quality ◆ Basic concepts of quality control on products ◆ Ways to handle complaints or requests concerning quality ◆ Respond to and handle complaints ◆ Understand the concept of “total quality control” – a shared responsibility of all staff in all departments
6. Range	Master the concept of quality control and provide quality customer service and hairdressing products guaranteed with quality in salons.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Provide quality customer service when serving customers; and</p> <p>(ii) Handle customer complaints or requests on product quality.</p>
8. Remarks	

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Understand perming		
2. Code	HDZZDP201A		
3. Level	2		
4. Credit	3		
5. Competency	<u>Performance requirements</u>		
	5.1	Understand basic theories of cold wave and heat perm	<ul style="list-style-type: none"> ◆ Differences between cold wave and heat perm ◆ Different effects by cold wave and heat perm
	5.2	Understand procedures for cold wave and heat perm	<ul style="list-style-type: none"> ◆ The importance of each step of cold wave and heat perm ◆ Basic techniques and procedures of heat perm (curly/straight) ◆ Assess hair relaxing process correctly
	5.3	Analyse hair conditions and use products	<ul style="list-style-type: none"> ◆ Analyse hair texture ◆ Understand how to match hair texture with different products ◆ Achieve different curls with perm rods, winding angles and sections
	5.4	Knowledge in tools and equipment of heat perm	<ul style="list-style-type: none"> ◆ Functions of different heat perm tools and equipment ◆ Familiar with safety rules of different heat perm tools and equipment

	<p>5.5 Understand different winding methods and sections</p> <ul style="list-style-type: none"> ◆ Different winding methods and their effects ◆ Effects of increased winding angles on the perming results ◆ Understand how the presence of tension makes a difference <p>5.6 Use of cold wave and heat perm</p> <ul style="list-style-type: none"> ◆ Use tools and equipment for cold wave and heat perm
6. Range	Under the supervision of hairstylists, provide winding cold wave and heat perm for customers in salons.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Under the supervision of hairstylists, apply cold wave and heat perm knowledge; choose appropriate perming products according to the hair texture of customers and use various perming tools and equipment; properly and safely perform winding, cold wave and heat perm procedures for customers.</p>
8. Remarks	<p>The credit value of this unit of competency is set on the presumption that the learners have acquired basic perming knowledge.</p> <p>This unit of competency is to be used with unit HDZZDP202A for a complete set of competency in hairdressing service.</p>

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Apply perming techniques
2. Code	HDZZDP202A
3. Level	2
4. Credit	4
5. Competency	<p style="text-align: center;"><u>Performance requirements</u></p> <p>5.1 Winding patterns and pin-curl</p> <ul style="list-style-type: none"> ◆ Master two to three winding patterns ◆ Master pin-curl <p>5.2 Conventional regular winding and pin-curl skills</p> <ul style="list-style-type: none"> ◆ Complete a conventional regular perming process in 2.5 hours ◆ Complete a pin-curl process in 1.5 hours <p>5.3 Skills and operation of heat perm</p> <ul style="list-style-type: none"> ◆ Skilled in using heat perm rods and other tools safely ◆ Complete a heat perm procedure skilfully and safely
6. Range	Under the supervision of hairstylists, perform winding, cold wave and heat perm for customers in salons.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Under the supervision of hairstylists, choose the appropriate rollers and use pin-curls to perform traditional and formal perming procedures and finger wave perming procedures.</p>
8. Remarks	<p>The credit value of this unit of competency is set on the presumption that the learners have acquired basic perming knowledge.</p> <p>This unit of competency is to be used with unit HDZZDP201A for a complete set of competency in hairdressing service.</p>

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Techniques for colouring and changing colour intensity		
2. Code	HDZZDP203A		
3. Level	2		
4. Credit	3		
5. Competency	<u>Performance requirements</u>		
	5.1	Understand colouring theories	<ul style="list-style-type: none"> ◆ Understand types of natural hair colour and the depth of colour ◆ Understand how to use the colour wheel to mix colours more accurately ◆ Understand neutralising colours ◆ Understand the cause of grey hair
	5.2	Use of colour chart	<ul style="list-style-type: none"> ◆ Understand the shades and depth of colour ◆ Understand colour tones ◆ Understand the difference between colour samples in the colour chart and the actual colour
	5.3	Basic theories of changing intensity	<ul style="list-style-type: none"> ◆ Understand how to lighten the darkened hair ◆ Understand how to darken the lightened hair
	5.4	Principles of handling grey hair	<ul style="list-style-type: none"> ◆ Understand how to use trendy colours to cover grey hair ◆ Analyse high lifting and grey hair covering ◆ Handle too dark colour at hair ends
	5.5	Bleaching theories	<ul style="list-style-type: none"> ◆ Understand the relationship between bleaching and hydrogen peroxide

	<p>5.6 Basic highlighting with aluminium foil and effects</p> <ul style="list-style-type: none"> ◆ Understand different highlighting methods ◆ Highlighting and full head colouring
6. Range	Under the supervision of hairstylists, perform colouring and basic highlighting and correct colour intensity for customers in salons, applying theories in colouring and adjust colour intensity.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Under the supervision of hairstylists, use palettes and theories in colouring and adjusting colour intensity to perform colouring and basic highlighting and correct colour intensity according to proper and safe procedures.</p>
8. Remarks	<p>The credit value of this unit of competency is set on the presumption that the learners have acquired basic colouring knowledge.</p> <p>This unit of competency is to be used with unit HDZZDP204A for a complete set of competency in hairdressing service.</p>

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Master techniques for covering grey hair, colouring, bleaching and highlighting		
2. Code	HDZZDP204A		
3. Level	2		
4. Credit	5		
5. Competency	<u>Performance requirements</u>		
	5.1	Analyse original hair colour and its intensity	<ul style="list-style-type: none"> ◆ Analyse original hair colour ◆ Analyse effects on hair colour under different lighting and actual colour samples
	5.2	Covering grey hair	<ul style="list-style-type: none"> ◆ Cover grey hair with trendy/base colour ◆ Create contrast with base colour on grey hair and original hair ◆ Use different base colours for fashionable look ◆ Complete a grey hair covering procedure within 1.5 hours
	5.3	Basic bleaching skills	<ul style="list-style-type: none"> ◆ Create degrees of intensity by adjusting the concentration of hydrogen peroxide ◆ Use bleaching powder and varied strengths of hydrogen peroxide for bleaching ◆ Complete a full head colouring procedure within 1.5 hours
	5.4	Basic highlighting skills with aluminium foil	<ul style="list-style-type: none"> ◆ Apply two highlighting methods with aluminium foil ◆ Complete a highlighting procedure within 2 hours
6. Range	Under the supervision of hairstylists, cover grey hair, perform colouring and basic highlighting for customers in salons, applying colouring and colour intensity correction skills.		

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Under the supervision of hairstylists, use palettes, theories of colouring and intensity correction to cover grey hair, perform colouring and basic highlighting with aluminium foil for customers according to their original hair colour, employing proper and safe procedures.
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired basic colouring knowledge. This unit of competency is to be used with unit HDZZDP203A for a complete set of competency in hairdressing service.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Knowledge of hair cutting and blow-drying		
2. Code	HDZZDP205A		
3. Level	2		
4. Credit	4		
5. Competency	<u>Performance requirements</u>		
	5.1	Cutting tools, combs and brushes and their differences	<ul style="list-style-type: none"> ◆ Understand the functions of different hair cutting tools ◆ Familiar with safety and hygiene rules for hair cutting tools ◆ Understand the use of different combs
	5.2	Layered cutting techniques for long and short hair	<ul style="list-style-type: none"> ◆ Understand sections, illustrations and theories of layered cutting for long and short hair ◆ Understand illustrations and theories on increased angles and layers
	5.3	Blow-drying techniques for hair of different lengths	<ul style="list-style-type: none"> ◆ Understand different blow-drying methods ◆ Understand how to use different combs/brushes and blow-drying angles to create curly or straight hair
	5.4	Basic scissors-over-comb techniques	<ul style="list-style-type: none"> ◆ Understand that both the use of scissors and combs are involved in scissors-over-comb to create short hair line ◆ Understand how to use combs with electric clippers

	<p>5.5 Methods of blow-drying and thermal curling</p> <ul style="list-style-type: none"> ◆ Understand the differences between blow-drying and thermal curling ◆ Safe use of thermal curling irons <p>5.6 Styling products</p> <ul style="list-style-type: none"> ◆ Understand the effects of different styling products
6. Range	Under the supervision of hairstylists, provide hair cutting and blow-drying services for customers in salons
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Under the supervision of hairstylists, safely use various hair cutting tools to cut long or short hair with layered cut techniques; and</p> <p>(ii) Under the supervision of hairstylists, properly and safely perform blow-drying and employ different angles and brushes to curl or straighten hair for customers.</p>
8. Remarks	<p>The credit value of this unit of competency is set on the presumption that the learners have acquired basic knowledge of hair cutting and blow-drying.</p> <p>This unit of competency is to be used with unit HDZZDP206A for a complete set of competency in hairdressing service.</p>

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Apply cutting and blow-drying techniques
2. Code	HDZZDP206A
3. Level	2
4. Credit	8
5. Competency	<p align="center"><u>Performance requirements</u></p> <p>5.1 Master different hair cutting tools</p> <ul style="list-style-type: none"> ◆ Skilled in using different hair cutting tools safely <p>5.2 Master basic hair cutting techniques</p> <ul style="list-style-type: none"> ◆ Master sections in hair cutting ◆ Master the increase of cutting angles ◆ Skilled in blunt cut, graduation cut and layered cut <p>5.3 Master basic blow-drying techniques</p> <ul style="list-style-type: none"> ◆ Master angles for blow-drying ◆ Skilled in basic blow-drying using different brushes ◆ Blow-drying for blunt cut, graduation cut and layered cut <p>5.4 Master cutting techniques for long and short layers</p> <ul style="list-style-type: none"> ◆ Master layered cut techniques for different hair lengths ◆ Complete a haircut using different layered cut techniques ◆ Perform scissors-over-comb using electric clippers ◆ Complete a hairstyle using layered cut techniques for long and short layers

	<p>5.5 Master blow-drying techniques for hair of different lengths</p> <ul style="list-style-type: none"> ◆ Create curls or straight hair for different hair lengths using blow-drying techniques and different hair brushes ◆ Create different hairstyles with styling products ◆ Set a hairstyle within 1.5 hours ◆ Skilled in using thermal curling irons safely ◆ Complete curly hairstyles with thermal curling irons
<p>6. Range</p>	<p>Under the supervision of hairstylists, apply hair cutting and blow-drying skills to provide haircut service for customers with long or short hair and blow-drying service on hairstyles of different length.</p>
<p>7. Assessment Criteria</p>	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Under the supervision of hairstylists, apply skills in blunt cut, graduation cut, layered cut and scissors-on-comb; properly and safely use various hair cutting tools to achieve a layered cut for customers; and (ii) Under the supervision of hairstylists, use different brushes and basic blow-drying skills; properly and safely provide blow-drying service for customers of different hair lengths.
<p>8. Remarks</p>	<p>The credit value of this unit of competency is set on the presumption that the learners have acquired basic knowledge of hair cutting and blow-drying.</p> <p>This unit of competency is to be used with unit HDZZDP205A for a complete set of competency in hairdressing service.</p>

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Understand basic evening hairstyles
2. Code	HDZZDP207A
3. Level	2
4. Credit	3
5. Competency	<p style="text-align: center;"><u>Performance requirements</u></p> <p>5.1 Understand basic evening style theories</p> <ul style="list-style-type: none"> ◆ The meaning and purpose of evening hair styles ◆ Basic components of evening hairstyle ◆ Matching of evening styles <p>5.2 Understand tools for evening hairstyling</p> <ul style="list-style-type: none"> ◆ An understanding of tools for evening hairstyling ◆ An understanding of styling products and their functions <p>5.3 Understand categories of evening hairstyles</p> <ul style="list-style-type: none"> ◆ Types of traditional and trendy evening hairstyles ◆ Designing techniques for traditional evening hairstyles <p>5.4 Understand basic techniques for evening hairstyles</p> <ul style="list-style-type: none"> ◆ Combing and teasing techniques ◆ Roller setting techniques ◆ Basic plaiting techniques
6. Range	Under the supervision of hairstylists, apply basic evening hairstyling knowledge and set evening hairstyles for customers in salons.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Under the supervision of hairstylists, properly use different tools for evening hairstyling; apply basic techniques for traditional hairstyles; set evening hairstyles for customers.</p>

8. Remarks	<p>The credit value of this unit of competency is set on the presumption that the learners have acquired basic knowledge and skills on blow-drying and setting.</p> <p>This unit of competency is to be used with unit HDZZDP208A for a complete set of competency in hairdressing service.</p>
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Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Apply basic evening hairstyling techniques
2. Code	HDZZDP208A
3. Level	2
4. Credit	7
5. Competency	<p align="center"><u>Performance requirements</u></p> <p>5.1 Master tools for evening hairstyling</p> <ul style="list-style-type: none"> ◆ Use combs and brushes for evening hairstyles ◆ Use hair clips <p>5.2 Master traditional evening hairstyle design</p> <ul style="list-style-type: none"> ◆ Complete a traditional French roll in half an hour ◆ Complete four types of plaiting in an hour <p>5.3 Master setting and pin-curl skills for evening hairstyles</p> <ul style="list-style-type: none"> ◆ Apply setting skills to create evening hairstyles ◆ Use pin-curl and finger wave skills to create evening hairstyles
6. Range	Under the supervision of hairstylists, apply basic skills in evening hairstyling and set evening hairstyles for customers.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Under the supervision of hairstylists, apply techniques of traditional evening hairstyle to design evening hairstyles for customers; and</p> <p>(ii) Under the supervision of hairstylists, properly and safely use various evening hairstyling tools; use setting skills and pin-curls for evening hairstyle design.</p>
8. Remarks	<p>The credit value of this unit of competency is set on the presumption that the learners have acquired knowledge of blow-drying and setting.</p> <p>This unit of competency is to be used with unit HDZZDP207A for a complete set of competency in hairdressing service.</p>

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Understand basic concepts of design		
2. Code	HDZZDP209A		
3. Level	2		
4. Credit	5		
5. Competency	<u>Performance requirements</u>		
	5.1	Understand the meaning and purpose of design	<ul style="list-style-type: none"> ◆ Meaning of design ◆ Natural and artificial shapes and purpose of styling ◆ Differences between aesthetics and practicality and their respective functions and values
	5.2	Understand basic elements of design	<ul style="list-style-type: none"> ◆ Basic design elements: <ul style="list-style-type: none"> • Form • Texture • Use of colour
	5.3	Understand the basics of colour theory	<ul style="list-style-type: none"> ◆ Attributes of colour and principles of its composition ◆ Using a palette ◆ Symbolic meanings and functions of colour ◆ General principles of colour blending

	<p>5.4 Understand forms and principles of styling</p> <ul style="list-style-type: none"> ◆ Understand the forms and principles of different types of styling, including: <ul style="list-style-type: none"> • Proportion • Uniformity • Similarity • Contrast • Balance • Rhythm • Emphasis
6. Range	Apply basic design elements, colours and principles of image creation in salons for hairstyle design.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Under the supervision of hairstylists, apply basic design elements, basic principles and theories of colour, basic principles of image creation and palettes for hair design.</p>
8. Remarks	

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Design hairstyles matching head and face shapes
2. Code	HDZZDP210A
3. Level	2
4. Credit	5
5. Competency	<p align="center"><u>Performance requirements</u></p> <p>5.1 Understand characteristics of head and face shapes</p> <ul style="list-style-type: none"> ◆ Identify characteristics of different head shapes ◆ Identify characteristics of front and side views of face shapes ◆ Identify characteristics of facial features <p>5.2 Design hairstyles matching characteristics of head and face shapes</p> <ul style="list-style-type: none"> ◆ Design hairstyles matching head and face shapes to highlight nice facial features ◆ Design hairstyles matching head and face shapes to hide disadvantaged characteristics
6. Range	Design hairstyles which match face and head shapes of customers in salons.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Design hairstyles to cope with head and face shapes and different facial features.</p>
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired basic design knowledge.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Master basic techniques for wig care
2. Code	HDZZHS201A
3. Level	2
4. Credit	3
5. Competency	<p style="text-align: center;"><u>Performance requirements</u></p> <p>5.1 General knowledge of wigs/hairpieces</p> <ul style="list-style-type: none"> ◆ Types of wig materials, e.g. human hair and synthetic hair ◆ In-depth understanding of hair types and wig texture <p>5.2 Knowledge of general care and maintenance of wigs</p> <ul style="list-style-type: none"> ◆ Understand how to use wig cleansers ◆ Master ways to clean and disinfect wigs ◆ Master the general care and maintenance of wigs made of human or synthetic hair <p>5.3 Clean and disinfect wigs/hairpieces on blocks</p> <ul style="list-style-type: none"> ◆ Understand how to use head blocks ◆ Able to fix a wig onto a block and remove it from there ◆ Select appropriate cleansers according to wig supplier instructions ◆ Clean and disinfect wigs/hairpieces
6. Range	In wig companies, treat and maintain wigs and hairpieces made with real hair or synthetic material for customers.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Treat and clean wigs and hairpieces with appropriate cleansers according to the materials used and supplier instructions.</p>
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired basic knowledge of wigs.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Master general techniques for hair and scalp care		
2. Code	HDZZHS202A		
3. Level	2		
4. Credit	4		
5. Competency	<u>Performance requirements</u>		
	5.1	Understand shampoos and conditioners for different types of hair and scalp	<ul style="list-style-type: none"> ◆ Effects and nature of different shampoos and conditioners and their relationship with hair types and scalp ◆ Understand how to use different shampoos and conditioners
	5.2	Master hair care methods	<ul style="list-style-type: none"> ◆ Composition and structures of hair ◆ Types of hair ◆ Various effects of chemical products on hair and scalp ◆ Identify split ends and damaged hair ◆ Master techniques to replenish essential hair elements and strengthen the hair and understand hair care to be done inside out ◆ Master hair care/treatment results ◆ Master techniques with hands, tools or equipment ◆ Improve conditions of damaged hair
	5.3	General understanding of scalp care / treatment	<ul style="list-style-type: none"> ◆ Understand the causes of scalp damage ◆ Dandruff and its general care / treatment ◆ Functions and results of different scalp treatments

	<p>5.4 Understand initial stage of hair loss and general hair care / treatment methods</p> <ul style="list-style-type: none"> ◆ Nutrition for hair; massage and exercise for the head ◆ Stages of hair loss and its causes, e.g. external factors, impacts of natural environment and improper hair care / treatment ◆ Prevention of hair loss
6. Range	Treat hair and scalp for customers according to their hair textures in haircare companies.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Treat hair with hands, tools or equipment according to the hair texture of customers; and (ii) Provide hair care advice to customers on how to prevent early hair loss.
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired basic knowledge of hair and scalp.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Handle documents and information with computers
2. Code	HDZZBM201A
3. Level	2
4. Credit	6
5. Competency	<p style="text-align: center;"><u>Performance requirements</u></p> <p>5.1 Handle document files with Chinese Word</p> <ul style="list-style-type: none"> ◆ Handle documents with Chinese Word ◆ Create, modify and format tables ◆ Use calculation functions ◆ Merge print settings <p>5.2 Handle data with Chinese Excel</p> <ul style="list-style-type: none"> ◆ Create and edit spreadsheets ◆ Design, modify and format worksheets ◆ Input formulas and apply functions ◆ Create diagrams ◆ Merge print information <p>5.3 Handle information with Chinese Access</p> <ul style="list-style-type: none"> ◆ Create simple data table ◆ Create forms ◆ Create queries ◆ Create and print reports
6. Range	Handle documents and save information with computer software for daily operation and management of salons and hairstyle product companies.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Use Chinese Word and Excel to handle general documents; and</p> <p>(ii) Use Chinese Access to handle simple information and create forms.</p>
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired basic knowledge in computer operation.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Sell hairdressing products, tools and equipment to salons		
2. Code	HDZZBM202A		
3. Level	2		
4. Credit	4		
5. Competency	<u>Performance requirements</u>		
	5.1	Understand objectives of selling	<ul style="list-style-type: none"> ◆ Promotion is a means to form a partnership relationship with customers ◆ “Customer-oriented” service
	5.2	Understand products in terms of functions, performance, required technical support and positioning	<ul style="list-style-type: none"> ◆ Master the use, functions, applications, quality, basic ingredients and costs of products ◆ An understanding of technical support and after-sale service required, e.g. product application training ◆ Product positioning ◆ Compare product functions and performance of different brands
	5.3	Master practical sales skills	<ul style="list-style-type: none"> ◆ Understand needs and feelings of customers ◆ Skills to capture customer attention ◆ Skills to arouse interest ◆ Skills to arouse buying desires
	5.4	Master qualities essential for salespersons	<ul style="list-style-type: none"> ◆ Good interpersonal relationship ◆ Skilled in listening and persuasion ◆ Understand the market of products
6. Range	Promote hairdressing products, tools and equipment to salon owners or management in salons/hairdressing product companies.		

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Promote with selling skills hairdressing products, tools and equipment to salon owners or management.
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired basic knowledge of hairdressing products.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Plan purchase and keep stock of salon products		
2. Code	HDZZBM203A		
3. Level	2		
4. Credit	4		
5. Competency	<u>Performance requirements</u>		
	5.1	Understand purchase steps	<ul style="list-style-type: none"> ◆ Features and quality of products ◆ Forecast demands and determine purchase quantity according to needs ◆ Techniques to select suppliers ◆ Skills for pricing and bargaining ◆ Order goods after considering the lead time for delivery and when they are needed
	5.2	Maintain good warehouse management and inventory control	<ul style="list-style-type: none"> ◆ Regular checks on inventory quality and quantity ◆ Ensure use of items before expiry and maintain the first-in-first-out principle ◆ Maintain accurate inventory records and take note of any surplus or shortage ◆ Check specifications, quantity and quality of incoming goods against orders; store them properly after recording ◆ Store hairdressing products properly with clear labelling for identification
	5.3	Basic knowledge in work safety	<ul style="list-style-type: none"> ◆ Lift or move objects with proper posture to avoid injuries ◆ Correct and safe ways to handle hairdressing chemical products
6. Range	Planned purchase and stock for hairdressing products and tools required in salons.		

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Planned purchase for salon products with reference to the salon inventory policy; and (ii) Properly and safely store and take out salon products according to the in-and-out system of stock in salons.
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired basic knowledge of salon operation.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Business correspondence in English
2. Code	HDZZCS301A
3. Level	3
4. Credit	3
5. Competency	<p align="center"><u>Performance requirements</u></p> <p>5.1 Read and write general correspondence in English</p> <ul style="list-style-type: none"> ◆ An understanding of formats, salutations and polite wordings of general business correspondence, e-mail and fax in English ◆ Use common English hairdressing terms in business correspondence ◆ Write common English business letters in the industry such as promotion letters or replies for complaints with correct grammar <p>5.2 Read and write quotations and orders in English</p> <ul style="list-style-type: none"> ◆ Understand formats of quotations and orders in English ◆ English terms for pricing and costing
6. Range	Read and write commercial correspondence in salons e.g. handle customer suggestions or complaints with English correspondence.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Read general commercial correspondence in English in the hairdressing industry; and</p> <p>(ii) Write general commercial correspondence in the hairdressing industry in English, with appropriate themes and correct grammar and terms, e.g. English letters to handle customer suggestions or complaints.</p>
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired junior secondary English level.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Handle customer complaints and suggestions		
2. Code	HDZZCS302A		
3. Level	3		
4. Credit	5		
5. Competency	<u>Performance requirements</u>		
	5.1	Understand customer rights and relevant ordinances	<ul style="list-style-type: none"> ◆ Understand the “customer-oriented” principle ◆ Importance of fulfilling customer needs ◆ Understand customer rights in enquiries and complaints ◆ Ordinances and organisations to protect consumer rights
	5.2	Listen to complaints or suggestions and accept them politely	<ul style="list-style-type: none"> ◆ Be attentive to customers when they complain; encourage them to give feedback ◆ Remain positive towards complaints; understand feelings of the complainants; be objective; refrain from finding excuses immediately ◆ Clear communication; understand the reasons for complaints and the desired outcomes; obtain details of the complaint or suggestion ◆ Contact the customers and inform them of the progress in handling the complaint

	<p>5.3 Able to handle complaints or suggestions</p> <ul style="list-style-type: none"> ◆ Ready to handle complaints, be cautious, polite, alert and objective ◆ Identify actual and potential problems and suggest remedies ◆ Respond to customer complaints or suggestions; try to satisfy customers ◆ Turn complaints into opportunities to demonstrate the good service and attitude of the organisation <p>5.4 Deal with a typical “Mr. Tiger” type of complainant</p> <ul style="list-style-type: none"> ◆ Characteristics of a typical “Mr. Tiger” ◆ Ways to handle a “Mr. Tiger” ◆ What to be avoided when dealing with a “Mr. Tiger”
6. Range	Effectively handle customer complaints and perform appropriate follow-up actions in the hairdressing industry.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Independently handle complaints in hairdressing industry; accept customer suggestions and provide appropriate follow-up and feedback.</p>
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired basic knowledge of salon operation.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Business correspondence in Chinese
2. Code	HDZZCS303A
3. Level	3
4. Credit	3
5. Competency	<p align="center"><u>Performance requirements</u></p> <p>5.1 Read and write general correspondence in Chinese</p> <ul style="list-style-type: none"> ◆ An understanding of formats, salutations and polite wordings of general business correspondence, e-mail and fax in Chinese ◆ Use common Chinese hairdressing terms in business correspondence ◆ Write common Chinese business letters in the industry such as promotion letters or replies for complaints with correct grammar <p>5.2 Read and write quotations and orders in Chinese</p> <ul style="list-style-type: none"> ◆ Understand formats of quotations and orders in English ◆ Chinese terms for pricing and costing
6. Range	Read and write commercial correspondence in salons e.g. handle customer suggestion or complaints with Chinese correspondence.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Read general commercial correspondence in Chinese in the hairdressing industry; and</p> <p>(ii) Write general commercial correspondence in the hairdressing industry in Chinese, with appropriate themes and correct grammar and terms, e.g. Chinese letters to handle customer suggestion or complaints.</p>
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired junior secondary Chinese level.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Knowledge in prevailing technology and techniques in hairdressing
2. Code	HDZZGS301A
3. Level	3
4. Credit	4
5. Competency	<p align="center"><u>Performance requirements</u></p> <p>5.1 Knowledge in ionization technology application</p> <ul style="list-style-type: none"> ◆ Basic principles of ionization application in hairdressing ◆ Master the use of ionization hairdressing equipment <p>5.2 Knowledge in biological ozone application</p> <ul style="list-style-type: none"> ◆ Basic knowledge of biological ozone ◆ Effects and principles of ozone in treating and improving the health of hair and scalp ◆ Master the use of ozone hairdressing equipment <p>5.3 Knowledge in nanotechnology application</p> <ul style="list-style-type: none"> ◆ Basics of nanotechnology ◆ Range of nanotechnology application in hairdressing
6. Range	Use new hairdressing technology and techniques to provide various hairdressing service in salons.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Understand the application, methods and efficacy of new hairdressing technology and techniques; employ such equipment to provide hairdressing service.</p>
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired basic knowledge and techniques for hair treatment, perming, bleaching and colouring, hair cutting and blow-drying.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Apply perm knowledge to design hairstyle
2. Code	HDZZDP301A
3. Level	3
4. Credit	4
5. Competency	<p align="center"><u>Performance requirements</u></p> <p>5.1 Understand the influence of hair types and volume on perm results</p> <ul style="list-style-type: none"> ◆ Understand how to arrange perm rods according to hair texture and volume ◆ Effects of different perm windings on hairstyle designs ◆ Match perm types for hair texture and volume <p>5.2 Understand how to create different hairstyles with different perm tools and methods</p> <ul style="list-style-type: none"> ◆ Types of curls created by perm rods of different shapes ◆ Understand the results by different winding methods <p>5.3 Further understanding of principles of cold wave and heat perm</p> <ul style="list-style-type: none"> ◆ Effects of re-perm, curling after straightening and straightening after curling ◆ Understand how to keep hair healthy after perming <p>5.4 Understand key issues of perming</p> <ul style="list-style-type: none"> ◆ Common faults in perming and remedies ◆ How to avoid perming faults <p>5.5 Master procedures for cold wave and heat perm</p> <ul style="list-style-type: none"> ◆ Use different procedures for cold wave ◆ Use different procedures for heat perm

6. Range	Apply knowledge and skills for cold wave and heat perm to create appropriate hairstyles for customers in salons.
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Employ perming methods and tools to create hairstyles suitable for customers according to their hair texture and volume; and (ii) Identify mistakes in the perming process and make remedies.
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired perming knowledge. This unit of competency is to be used with unit HDZZDP302A for a complete set of competency in hairdressing service.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Apply perm techniques to hairstyle design
2. Code	HDZZDP302A
3. Level	3
4. Credit	8
5. Competency	<p align="center"><u>Performance requirements</u></p> <p>5.1 Master ways to select types of perms for different hair types and volume</p> <ul style="list-style-type: none"> ◆ Select different perming arrangements with reference to hair texture and volume ◆ Select suitable perm rods according to hairstyle design ◆ Select suitable perming types according to hair texture, volume and hairstyle design <p>5.2 Master ways and tools for different perm types</p> <ul style="list-style-type: none"> ◆ Familiar with different perm types and arrangements ◆ Create and complete a new hairstyle with traditional perm methods <p>5.3 Master all key issues of perm</p> <ul style="list-style-type: none"> ◆ Make remedies for perm faults ◆ Complete the procedures of re-perm, curling after straightening or straightening after curling
6. Range	Apply knowledge and skills of cold wave and heat perm to design appropriate hairstyles for customers.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Apply different perming methods and relevant tools to create hairstyles suitable for customers according to their hair texture and volume;</p> <p>(ii) Identify mistakes in the perming process and make remedies; and</p> <p>(iii) Choose cold wave or heat perm to meet the hairstyle requirements of customers.</p>

8. Remarks	<p>The credit value of this unit of competency is set on the presumption that the learners have acquired perming knowledge.</p> <p>This unit of competency is to be used with unit HDZZDP301A for a complete set of competency in hairdressing service.</p>
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Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Knowledge in bleaching, colouring and highlighting skills and ways of colour correction		
2. Code	HDZZDP303A		
3. Level	3		
4. Credit	4		
5. Competency	<u>Performance requirements</u>		
	5.1	Understand the importance of hair colour analysis to colouring	<ul style="list-style-type: none"> ◆ Natural hair colours ◆ Combinations of artificial colourings ◆ Understand how to produce the desired colour
	5.2	Understand the principles of bleaching and colouring	<ul style="list-style-type: none"> ◆ Procedures of striping hair colours ◆ Effects of lightening, bleaching and high lifting ◆ Functions of bleaching ◆ Effects of colouring after bleaching
	5.3	Understand the methods of colour correction	<ul style="list-style-type: none"> ◆ Ways to correct intensity ◆ Ways to correct colour tones ◆ Ways to balance artificial colouring with neutralising colours ◆ Ways to balance colour tones on different layers of hair
	5.4	Understand various highlighting methods	<ul style="list-style-type: none"> ◆ Procedures of different highlighting methods ◆ Effects of different highlighting methods on hairstyle design

	<p>5.5 Understand special issues related to colouring</p> <ul style="list-style-type: none"> ◆ Potential issues in colouring and bleaching ◆ Remedies
6. Range	Apply theories of bleaching, colouring and highlighting; perform bleaching, colouring and highlighting, including colour correction, for customers.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Choose appropriate shades, procedures and methods according to the hair colour and requirements of customers; properly and safely perform procedures of bleaching and colouring, and bleaching and highlighting; and (ii) Correct colouring effects on different layers of hair.
8. Remarks	<p>The credit value of this unit of competency is set on the presumption that the learners have acquired knowledge of colouring and correction of colour intensity.</p> <p>This unit of competency is to be used with unit HDZZDP304A for a complete set of competency in hairdressing service.</p>

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Perform the entire procedure of bleaching and colouring; apply skills for highlighting and ways of colour correction		
2. Code	HDZZDP304A		
3. Level	3		
4. Credit	8		
5. Competency	<u>Performance requirements</u>		
	5.1	Master the entire procedure of colouring	<ul style="list-style-type: none"> ◆ Analyse hair colours; match with appropriate hair colourant ◆ Apply colouring skills to produce the desired colour ◆ Standardise colours of bleached and coloured hair in various sections
	5.2	Master the entire procedure of bleaching	<ul style="list-style-type: none"> ◆ Mix hair colourants of different concentrations according to the bleaching effects of different procedures ◆ Familiar with pre-lightening, bleaching and high lifting skills to achieve different depth of colour ◆ Apply the colour correctly to acquire balanced bleaching effects ◆ Master correct colouring procedures, i.e. colouring after bleaching
	5.3	Master all highlighting methods	<ul style="list-style-type: none"> ◆ Apply different highlighting skills to enhance hairstyle designs ◆ Match partial bleaching effects with base colours

	<p>5.4 Master methods of colour correction</p> <ul style="list-style-type: none"> ◆ Correct the depth of colour and tone of hair colour with bleaching ◆ Balance hair colour with neutralising colours ◆ Handle imbalanced colours and make remedies for incomplete colouring effects
6. Range	Apply bleaching, colouring and highlighting skills; perform bleaching, colouring and highlighting, including colour correction for customers.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Choose appropriate shades, procedures and methods according to the hair colour and requirements of customers; properly and safely perform procedures of bleaching and colouring; (ii) Flexibly apply various highlighting techniques to highlight the impact of hair colour; and (iii) Apply various bleaching and colouring skills to correct colouring effects of different layers of hair.
8. Remarks	<p>The credit value of this unit of competency is set on the presumption that the learners have acquired knowledge of grey hair covering, colouring and highlighting. This unit of competency is to be used with unit HDZZDP303A for a complete set of competency in hairdressing service.</p>

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Apply hair cutting and blow-drying knowledge for hairstyle design		
2. Code	HDZZDP305A		
3. Level	3		
4. Credit	4		
5. Competency	<u>Performance requirements</u>		
	5.1	Understand and master ways to use and maintain hair cutting tools	<ul style="list-style-type: none"> ◆ Understand differences between hair cutting tools ◆ Structures and principles of hair cutting tools ◆ Methods and skills to use different hair cutting tools ◆ Maintenance of hair cutting tools
	5.2	Understand hair cutting in terms of lines, texture, volume and layers	<ul style="list-style-type: none"> ◆ Understand blunt cut, graduation cut and layered cut created by different hair cutting techniques ◆ Different styles created by different hair cutting techniques ◆ Understand how to create different hairstyles by using various hair cutting tools
	5.3	Knowledge of face shapes and features	<ul style="list-style-type: none"> ◆ Understand how to match face shapes with hairstyles ◆ Understand how to match hairstyles with facial features ◆ Effects of hair texture on hairstyles ◆ Understand the matching of hairstyles and hair cutting techniques
	5.4	Understand cutting skills for hairstyles of different layers	<ul style="list-style-type: none"> ◆ Understand cutting skills for blunt cut, graduation cut and layered cut ◆ Understand the matching of face shapes and the skills above

6. Range	Apply different layered cut knowledge to design hairstyles with outline, layers, texture and volume for customers in salons.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Choose appropriate hairstyles for customers according to their face shapes and features; apply various layered cut techniques to create hairstyles with outline, layers, texture and volume.</p>
8. Remarks	<p>The credit value of this unit of competency is set on the presumption that the learners have acquired hair cutting and blow-drying knowledge.</p> <p>This unit of competency is to be used with unit HDZZDP306A for a complete set of competency in hairdressing service.</p>

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Apply hair cutting and blow-drying skills for hairstyle design
2. Code	HDZZDP306A
3. Level	3
4. Credit	8
5. Competency	<p align="center"><u>Performance requirements</u></p> <p>5.1 Master the use of different hair cutting tools</p> <ul style="list-style-type: none"> ◆ Use different hair cutting tools ◆ Cut hair to create different layered hairstyles <p>5.2 Master how to analyse face shapes and features</p> <ul style="list-style-type: none"> ◆ Analyse different face shapes ◆ Analyse facial features ◆ Analyse hairstyles, face shapes and facial features and match them with each other <p>5.3 Master hair cutting techniques in terms of lines, texture, volume and layers</p> <ul style="list-style-type: none"> ◆ Create different lines with different hair cutting techniques ◆ Create different textures with hair cutting techniques <p>5.4 Master layered cutting for different hair lengths</p> <ul style="list-style-type: none"> ◆ Complete a blunt cut ◆ Complete a uniform layered shape ◆ Complete various graduation cuts
6. Range	Apply different layered cut knowledge to design hairstyles with outline, layers, texture and volume for customers in salons.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Choose appropriate hairstyles for customers according to their face shapes and features; apply various layered cut techniques to create hairstyles with outline, layers, texture and volume.</p>

8. Remarks	<p>The credit value of this unit of competency is set on the presumption that the learners have acquired hair cutting and blow-drying knowledge.</p> <p>This unit of competency is to be used with unit HDZZDP305A for a complete set of competency in hairdressing service.</p>
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Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Techniques for traditional and trendy evening hairstyling		
2. Code	HDZZDP307A		
3. Level	3		
4. Credit	4		
5. Competency	<u>Performance requirements</u>		
	5.1	Understand concepts of evening hairstyle design	<ul style="list-style-type: none"> ◆ Historical development of evening styles ◆ Dress codes and evening hairstyle design ◆ Images and evening hairstyle design ◆ Differences between traditional and trendy evening hairstyles
	5.2	Understand different techniques for evening styles	<ul style="list-style-type: none"> ◆ Key points and techniques of teasing ◆ Characteristics and techniques of using hair pins ◆ Techniques of using different combs and brushes ◆ Basic plaiting techniques
	5.3	Knowledge of traditional evening styles	<ul style="list-style-type: none"> ◆ Practical techniques for evening hairstyling ◆ Skills to modify evening styles for brides and banquets ◆ Apply twisting, plaiting and different braiding skills
	5.4	Understand trendy evening styles	<ul style="list-style-type: none"> ◆ Plaiting skills for daily hair-up styles and evening banquet hairstyles ◆ Employ different evening hairstyling techniques to design trendy evening hairstyles
6. Range	Apply principles on traditional and trendy evening hairstyles to design traditional and trendy evening hairstyles for customers according to occasions and customer requirements in salons.		

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none">(i) Apply principles on traditional and trendy evening hairstyles to design traditional and trendy evening hairstyles for customers according to occasions and customer requirements; and(ii) Apply various hair bun and braiding skills to design traditional or trendy evening hairstyles.
8. Remarks	<p>The credit value of this unit of competency is set on the presumption that the learners have acquired basic knowledge of evening hairstyles.</p> <p>This unit of competency is to be used with unit HDZZDP308A for a complete set of competency in hairdressing service.</p>

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Apply traditional and trendy evening hairstyling techniques
2. Code	HDZZDP308A
3. Level	3
4. Credit	8
5. Competency	<p align="center"><u>Performance requirements</u></p> <p>5.1 Master different techniques for evening hairstyles</p> <ul style="list-style-type: none"> ◆ Teasing skills ◆ Employ different hair pins to create evening hairstyles ◆ Employ different combs and brushes to create evening hairstyles <p>5.2 Master traditional evening hairstyles</p> <ul style="list-style-type: none"> ◆ Complete a practical evening hairstyle within 45 minutes ◆ Complete a bridal evening hairstyle within 45 minutes ◆ Complete a practical braided evening hairstyle within 45 minutes <p>5.3 Master trendy evening hairstyles</p> <ul style="list-style-type: none"> ◆ Convert a common hairstyle into an evening one within 45 minutes ◆ Create trendy evening hairstyles with various evening hairstyling skills ◆ Complete a trendy evening hairstyle within 45 minutes
6. Range	Apply theories of traditional and trendy evening hairstyles to design traditional and trendy evening hairstyles for customers according to occasions and customer requirements in salons.
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are:

	(i) Apply various evening hairstyling skills, hair buns and different braiding skills to complete traditional or trendy evening hairstyles within a specified time according to occasions and customer requirements.
8. Remarks	<p>The credit value of this unit of competency is set on the presumption that the learners have acquired basic knowledge of evening hairstyles.</p> <p>This unit of competency is to be used with unit HDZZDP307A for a complete set of competency in hairdressing service.</p>

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Employ basic skills for hairstyle design
2. Code	HDZZDP309A
3. Level	3
4. Credit	8
5. Competency	<p align="center"><u>Performance requirements</u></p> <p>5.1 Knowledge in ways of hairstyle design</p> <ul style="list-style-type: none"> ◆ Harmony in design, e.g. harmony between hairstyle and face shape, and between hairstyle and body shape ◆ Good proportion in design, e.g. the proportion between the size of hair outline and face shape, and between vertical length and body shape ◆ Symmetrical hairstyle designs, e.g. central parting or same length on both sides ◆ Balanced hairstyle in terms of hair volume and texture, etc. ◆ Rhythmic hairstyle designs ◆ Design concept of variations within unity <p>5.2 Knowledge of factors affecting hairstyle design</p> <ul style="list-style-type: none"> ◆ Body structure, personal qualities and character ◆ Occasion, environment and atmosphere ◆ Hairdressing products
6. Range	Design hairstyles according to customer characters and occasions in salons.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Apply basic hairstyling theories to design hairstyles according to customer characters and occasions.</p>
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired basic design concepts and knowledge of perming, colouring, hair cutting and blow-drying.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Hair extension	
2. Code	HDZZHS301A	
3. Level	3	
4. Credit	5	
5. Competency	<u>Performance requirements</u>	
	5.1	<p>Understand effects of different hair extension types</p> <ul style="list-style-type: none"> ◆ Effects, lifetime, merits and demerits of different hair extension techniques
	5.2	<p>Master different hair extension techniques</p> <ul style="list-style-type: none"> ◆ Using gun-shaped tools ◆ With different types of tools ◆ Trendy hair extension techniques ◆ Full head hair extension
	5.3	<p>Analyse and select wigs and hair extension methods</p> <ul style="list-style-type: none"> ◆ Communicate with customers and understand their needs, e.g. hair texture of wigs, colours and hairstyles required by customers ◆ Select wigs according to customer needs ◆ Provide professional advice to customers on issues like hairstyle design, price, merits and demerits of various types of wigs, as well as merits and demerits of methods chosen

	<p>5.4 Perform hair extension</p> <ul style="list-style-type: none"> ◆ Make preparations for hair extension, e.g. cleaning and cutting hair according to the design hairstyle, and conducting skin allergy test if required ◆ Clean wigs in advance according to supplier instructions ◆ Perform the selected hair extension methods ◆ Final touch to complete the designed hairstyles <p>5.5 Explain treatment for hair extension</p> <ul style="list-style-type: none"> ◆ Explain to customers what should not be done after hair extension ◆ Explain clearly on daily care, e.g. tools and procedures of shampooing and combing after hair extension
6. Range	Perform hair extension for customers to achieve the required hairstyles in salons.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Provide professional opinions to customers; choose materials and hairstyles for hair extension and provide treatment afterwards.</p>
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired basic knowledge of hairpiece treatment.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Use of wig for hairstyle design		
2. Code	HDZZHS302A		
3. Level	3		
4. Credit	6		
5. Competency	<u>Performance requirements</u>		
	5.1	Knowledge in wig materials and hair extension skills	<ul style="list-style-type: none"> ◆ Types and costs of wig materials, e.g. human and synthetic hair ◆ Hair texture, colours, merits and demerits of wigs ◆ Common wig techniques ◆ Effects, merits and demerits of different wig techniques
	5.2	Analyse and choose wigs	<ul style="list-style-type: none"> ◆ Observe the length, pattern and colour of the natural hair of customers ◆ Identify customer needs on hair texture, colour and hairstyle of wigs through communication ◆ Choose wigs to meet customer requirements; explain to customers merits and demerits of different wigs to customers ◆ Explain the wig techniques used and their merits and demerits to customers
	5.3	Design wigs	<ul style="list-style-type: none"> ◆ Make preparations, including conduction of allergy test prior to colouring and winding ◆ Measure and record the correct size of the customer's head for wig production ◆ Order wigs according to customer requirements (materials, hairstyles and hair colour), head size and shape ◆ Final touch to complete the designed hairstyles

	<p>5.4 Explain how to maintain wigs/hairpieces</p> <ul style="list-style-type: none"> ◆ The correct way of wearing wigs/hairpieces ◆ What should not be done when wearing the wigs/hairpieces ◆ Daily care for wigs/hairpieces ◆ Frequency of wearing and cleaning wigs according to the materials used ◆ Regular haircut when wearing hairpieces
6. Range	Choose material and design appropriate wig hairstyles as required by customers in salons/wig companies.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Choose material and design appropriate wig hairstyles as required by customers; explain to customers how to care for wigs.</p>
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired basic knowledge of wig care.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Intensive care for hair and scalp
2. Code	HDZZHS303A
3. Level	3
4. Credit	4
5. Competency	<p align="center"><u>Performance requirements</u></p> <p>5.1 In-depth knowledge of hair and scalp</p> <ul style="list-style-type: none"> ◆ The close relationship between hair and scalp ◆ Identify the health level of hair and scalp ◆ Distinguish different hair textures <p>5.2 Knowledge of equipment for hair and scalp treatment</p> <ul style="list-style-type: none"> ◆ Safe use of infrared equipment ◆ Safe use of ultraviolet light <p>5.3 Give intensive care for hair and scalp</p> <ul style="list-style-type: none"> ◆ Understand formation of dandruff ◆ Master methods for intensive hair and scalp care ◆ Master tools or equipment for hair care/ treatment ◆ Master treatment of extremely dry, oily or infected hair and scalp <p>5.4 Knowledge in general care of hair loss</p> <ul style="list-style-type: none"> ◆ Nutrition for hair; massage and exercise for the head ◆ Stages of hair loss and its causes, including external factors, impacts of natural environment and improper treatment ◆ Prevention of hair loss ◆ Make use of appropriate tools or equipment to treat hair loss
6. Range	Use appropriate tools and equipment to provide intensive care for hair and scalp.

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Properly and safely use tools and equipment for hair and scalp care to provide intensive care for customers' hair and scalp and handle hair loss.
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired general knowledge of hair and scalp treatment.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Supervise hairdressing practitioners in salons
2. Code	HDZZTR301A
3. Level	3
4. Credit	5
5. Competency	<p align="center"><u>Performance requirements</u></p> <p>5.1 Master basic skills for training</p> <ul style="list-style-type: none"> ◆ Effective communication skills and ability to express oneself clearly ◆ Effective demonstration skills and ability to illustrate concepts correctly and systematically <p>5.2 Provide training to juniors in salons</p> <ul style="list-style-type: none"> ◆ Formulate plan for systematic training ◆ Explain the range of application of various skills ◆ Observe trainees' performance and give positive evaluations and suggestions; encourage trainees to keep on learning ◆ Help trainees solve technical difficulties ◆ Encourage and guide trainees to do self-assessment and review for further improvement; help them learn from failure
6. Range	Help provide training to less experienced colleagues in salons; help them master more advanced hairdressing skills.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Help provide systematic training to less experienced colleagues in salons; help them master more advanced hairdressing skills.</p>
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired knowledge and mastered skills of perming, or hair colouring, or hair cutting, or evening hairstyle at QF Level 3 standards.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Handle human resources issues in salons
2. Code	HDZZBM301A
3. Level	3
4. Credit	6
5. Competency	<p style="text-align: center;"><u>Performance requirements</u></p> <p>5.1 Understand ways to recruit salon staff</p> <ul style="list-style-type: none"> ◆ Familiar with the skills and requirements for each position, including those of various levels of hairstylists ◆ Channels for recruiting hairstylists ◆ Skills to recruit staff ◆ Formulate employment contracts <p>5.2 Allocate work fairly and properly</p> <ul style="list-style-type: none"> ◆ Understand the skills of work allocation ◆ Define job duties and goals for each position ◆ Give clear, concise and easy-to-understand instructions under suitable circumstances <p>5.3 Build team spirit</p> <ul style="list-style-type: none"> ◆ Set clear targets and tasks ◆ Evaluate team performance with reference to targets ◆ Help fellow members to achieve targets ◆ Collect member feedback for service review and improvement ◆ Counsel team members in need

	<p>5.4 Determine reasonable salary</p> <ul style="list-style-type: none"> ◆ Information on various wage and commission systems in salons ◆ Ways to collect information on market rates ◆ Define ways for job evaluation ◆ Formulate remuneration policies for different staff members <p>5.5 Formulate staff training plans</p> <ul style="list-style-type: none"> ◆ Familiar with skills required for each position ◆ Identify on-the-job training needs for different skills ◆ Formulate training plans with reference to anticipated manpower needs ◆ Assign training duties to experienced staff members to train the less experienced <p>5.6 Set up evaluation and reward mechanisms based on contribution</p> <ul style="list-style-type: none"> ◆ Knowledge of various ways to evaluate staff ◆ Define standards and procedures for staff evaluation ◆ Set up a reward and penalty mechanism <p>5.7 Knowledge of relevant labour legislation for salons</p> <ul style="list-style-type: none"> ◆ Relevant labour and employment ordinances ◆ Occupational Safety and Health Ordinance ◆ Equal opportunities ordinances ◆ Mandatory provident fund system ◆ Different treatments for salaried staff and self-employed persons and relevant legislation
6. Range	Manage salon human resources according to internal policies and relevant legislation.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Recruit hairdressers and set up remuneration policies according to salon internal policies and relevant legislation;</p> <p>(ii) Set up plans for staff training and fair allocation of work; and</p>

	(iii) Build up team spirit and a fair system of reward and discipline.
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired basic knowledge of salon operation.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Handle human resources issues in hairstyle product companies		
2. Code	HDZZBM302A		
3. Level	3		
4. Credit	6		
5. Competency	<u>Performance requirements</u>		
	5.1	Understand ways to recruit staff	<ul style="list-style-type: none"> ◆ Familiar with the skills and requirements for each position ◆ Channels for recruiting hairstylists ◆ Skills to recruit staff ◆ Formulate employment contracts
	5.2	Allocate work fairly and properly	<ul style="list-style-type: none"> ◆ Understand the skills of work allocation ◆ Define job duties and goals for each position ◆ Give clear, concise and easy-to-understand instructions under suitable circumstances
	5.3	Build team spirit	<ul style="list-style-type: none"> ◆ Set clear targets and tasks ◆ Evaluate team performance with reference to targets ◆ Help fellow members to achieve targets ◆ Collect member feedback for service review and improvement ◆ Counsel team members in need
	5.4	Determine reasonable salary	<ul style="list-style-type: none"> ◆ Ways to collect information on market rates ◆ Define ways for job evaluation ◆ Formulate remuneration policies for staff members

	<p>5.5 Formulate staff training plan</p> <ul style="list-style-type: none"> ◆ Familiar with skills required for each position ◆ Identify on-the-job training needs for different skills ◆ Formulate training plans with reference to anticipated manpower needs ◆ Assign training duties to experienced staff members to train the less experienced <p>5.6 Set up evaluation and reward mechanisms based on contribution</p> <ul style="list-style-type: none"> ◆ Knowledge of various ways to evaluate staff ◆ Define standards and procedures for staff evaluation ◆ Set up a reward and penalty mechanism <p>5.7 Knowledge of the relevant labour legislation for salons</p> <ul style="list-style-type: none"> ◆ Relevant labour and employment ordinances ◆ Occupational Safety and Health Ordinance ◆ Equal opportunities ordinances ◆ Mandatory provident fund system ◆ Different treatments for salaried staff and self-employed persons and relevant legislation
6. Range	Manage human resources according to internal policies of hairdressing product companies and relevant legislation.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Recruit hairdressers and set up remuneration policies according to internal policies of hairdressing product companies and relevant legislation;</p> <p>(ii) Set up plans for staff training and fair allocation of work; and</p> <p>(iii) Build up team spirit and a fair system of reward and discipline.</p>
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired basic knowledge of operation of hairdressing product companies.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Knowledge of market survey and analysis
2. Code	HDZZBM303A
3. Level	3
4. Credit	6
5. Competency	<p align="center"><u>Performance requirements</u></p> <p>5.1 Understand market survey methods</p> <ul style="list-style-type: none"> ◆ Functions of market surveys ◆ Identify objectives of surveys ◆ Determine scopes and strategies of surveys ◆ Channels, sources and methods for data collection <p>5.2 Analyse market trends</p> <ul style="list-style-type: none"> ◆ Methods and techniques of organising and analysing market survey data ◆ Apply survey results for formulating or revising product sale strategies
6. Range	Conduct survey and understand market development as required in hairdressing product companies/salons.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Help collect and analyse information on hairdressing product market according to company guidelines; understand market development and formulate sales strategies.</p>
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired basic knowledge of hairdressing products.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Manage and use customer records
2. Code	HDZZBM304A
3. Level	3
4. Credit	3
5. Competency	<p align="center"><u>Performance requirements</u></p> <p>5.1 Manage customer information</p> <ul style="list-style-type: none"> ◆ Format customer database ◆ Understand the Personal Data (Privacy) Ordinance and keep customer information confidential ◆ Set up and monitor a customer information confidentiality system ◆ Build a customer information access authorisation system ◆ Compile customer information access guidelines, e.g. what information should be retained <p>5.2 Use customer information</p> <ul style="list-style-type: none"> ◆ Keep in touch with customers and promote business ◆ Remind customers of after-sale service or next service date ◆ Anticipate customer service needs and their misgivings to certain services to enhance service quality
6. Range	Store and retrieve customer information from database; use such information to promote business and service quality in hairdressing product companies/salons.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Manage customer information system with reference to the Personal Data (Privacy) Ordinance and company policies and use effectively such information to develop business and service quality.</p>

8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired basic knowledge of salon operation.
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Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Handle daily income and expenses of salons with bookkeeping
2. Code	HDZZBM305A
3. Level	3
4. Credit	8
5. Competency	<p align="center"><u>Performance requirements</u></p> <p>5.1 Understand procedures to handle daily income and expenses with bookkeeping</p> <ul style="list-style-type: none"> ◆ Use spreadsheets for cash book and bank book entries ◆ Bookkeeping procedures and filing system for receipts and documents ◆ Reconciliation of bank monthly statements and passbooks with income and expense entries ◆ Journalise simple trial balance from analytical sheets ◆ Understand accounts payable and accounts receivable and their management ◆ Accounts prepaid and accounts received in advance and their management ◆ Inventory and its accounting record ◆ Regulate basic accounts and final accounts ◆ Journalise profit and loss statements and balance sheets ◆ Reserve for depreciation, bad debt and doubtful debt and their management <p>5.2 Understand bookkeeping</p> <ul style="list-style-type: none"> ◆ Discuss with accountants the issues of salon daily income and expenses
6. Range	Apply simple bookkeeping skills to handle daily income and expenses in hairdressing product companies/salons.
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are:

	(i) Apply simple bookkeeping knowledge to handle daily income and expenses in salons and hold discussion with accountants.
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired basic knowledge of salon operation.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Knowledge of professional perming		
2. Code	HDZZDP401A		
3. Level	4		
4. Credit	4		
5. Competency	<u>Performance requirements</u>		
	5.1	In-depth knowledge of perming and its theories	<ul style="list-style-type: none"> ◆ Perm safety ◆ Analyse hair types, hairstyle and face shape to create desired perm hairstyles ◆ Factors affecting hairstyles ◆ More in-depth knowledge of the relationship between perming technique and hairstyle design
	5.2	In-depth knowledge of functions of various perm lotions	<ul style="list-style-type: none"> ◆ Effects of cold wave and heat perm lotions on different types of hair textures ◆ Choose suitable perm lotions for customers
	5.3	In-depth understanding of perming techniques	<ul style="list-style-type: none"> ◆ Effects achieved through combination of different traditional perm rods with different techniques ◆ Effects achieved by fashionable perm rods ◆ Winding techniques with perm rods and types of perm without the use of perm rods
	5.4	In-depth knowledge of using perming equipment for trendy hairstyles for hair straightening and curling	<ul style="list-style-type: none"> ◆ Relation between straightening and curling ◆ Techniques and keys to straightening and curling ◆ Master all kinds of perming techniques to create different effects

6. Range	Apply various perming knowledge and skills to design for customers trendy hairstyles fitting with their features.
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Apply various perming knowledge and skills to design trendy hairstyles according to the features and requirements of customers.
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have the acquired abilities to apply perming skills. This unit of competency is to be used with unit HDZZDP402A for a complete set of competency in hairdressing service.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Master techniques of professional perming		
2. Code	HDZZDP402A		
3. Level	4		
4. Credit	8		
5. Competency	<u>Performance requirements</u>		
	5.1	Fully master professional perming theories	<ul style="list-style-type: none"> ◆ Familiar with and correctly master safety instructions in perming ◆ Analyse customers' hairstyles, hair textures and face shapes for the selection of a suitable perming technique ◆ Choose the appropriate perm lotion with reference to the customers' hair texture and hairstyle needs ◆ Master different techniques of perming to change the design of hairstyle
	5.2	Fully master different techniques of perming	<ul style="list-style-type: none"> ◆ Apply various winding techniques using traditional perm rods ◆ Use perm rods to create trendy hairstyles ◆ Use different winding techniques to design fashionable and appropriate hairstyles for customers ◆ Apply different perming techniques to change the overall hairstyle
	5.3	Fully master the operation of instruments for straightening, curling and perming	<ul style="list-style-type: none"> ◆ All procedures of straightening and curling ◆ Use straightening and curling instruments ◆ All procedures of cold wave and heat perm

6. Range	Apply various perming knowledge and skills to design for customers trendy hairstyles fitting with their features.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Apply various perming knowledge and skills effectively and flexibly to design trendy hairstyles according to the features and requirements of customers.</p>
8. Remarks	<p>The credit value of this unit of competency is set on the presumption that the learners have acquired the abilities to apply perming skills.</p> <p>This unit of competency is to be used with unit HDZZDP401A for a complete set of competency in hairdressing service.</p>

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Knowledge of professional bleaching and hair colouring	
2. Code	HDZZDP403A	
3. Level	4	
4. Credit	4	
5. Competency	<u>Performance requirements</u>	
	5.1 In-depth knowledge of bleaching/hair colouring and their theories	<ul style="list-style-type: none"> ◆ Safety rules of bleaching and colouring ◆ Hair texture, hair colour, skin colour and hairstyle analysis; create desired bleaching colouring effects ◆ Relations between basic colours and colour tones on colour chart and the effects when used together ◆ Relations and interaction between bleaching/hair colouring techniques and hairstyle designs
	5.2 In-depth knowledge of functions of bleaching agents/hair colourants	<ul style="list-style-type: none"> ◆ Effects of acidic and alkaline colourants on hair texture ◆ Understand how to choose suitable bleaching agents and hair colourants for customers ◆ Relation of hydrogen peroxide and bleaching agents/hair colourants and colour control
	5.3 In-depth knowledge of bleaching/colouring techniques	<ul style="list-style-type: none"> ◆ Effects of different bleaching/colouring techniques on colour ◆ Combine different bleaching/colouring techniques to achieve the design ◆ Highlighting with base colour and design effects

	<p>5.4 In-depth knowledge of issues associated with bleaching and colouring</p> <ul style="list-style-type: none"> ◆ Possible conditions caused by bleaching and colouring and ways of colour correction ◆ Understand how to use bleaching and colouring techniques to correct colour
6. Range	Apply professional bleaching and colouring knowledge and skills to design for customers creative hairstyles according to their features in salons.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Apply various professional bleaching and colouring techniques and different bleaching agents/hair colourants; properly and safely perform bleaching and colouring procedures; create new colour effects with reference to factors like customers' hair texture, hair colour and skin colour; and (ii) Correct hair colour with bleaching and colouring skills.
8. Remarks	<p>The credit value of this unit of competency is set on the presumption that the learners have acquired knowledge of theories of bleaching, colouring and highlighting and colour correction.</p> <p>This unit of competency is to be used with unit HDZZDP404A for a complete set of competency in hairdressing service.</p>

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Master techniques for bleaching and colouring		
2. Code	HDZZDP404A		
3. Level	4		
4. Credit	8		
5. Competency	<u>Performance requirements</u>		
	5.1	Master thoroughly the theories of bleaching and colouring	<ul style="list-style-type: none"> ◆ Safety rules of bleaching and colouring ◆ Analyse the customer’s hairstyle, hair texture, hair colour and skin colour to choose the suitable methods and colours ◆ Choose colourants according to the customer needs on hairstyle and colour design
	5.2	Master thoroughly the procedures of using different bleaching and colourants	<ul style="list-style-type: none"> ◆ Perform every step of the procedures for different colourants ◆ Use all kinds of colourants and hydrogen peroxide; control the depth of each layer ◆ Choose suitable bleaching and colouring procedures according to customer requirements
	5.3	Master different kinds of bleaching and colouring techniques	<ul style="list-style-type: none"> ◆ Use different bleaching and colouring techniques to achieve the colour design ◆ Combine multiple bleaching and colouring techniques to achieve creative hair colour effects ◆ Choose suitable bleaching and colouring techniques to complete a fashionable hairstyle and hair colour design on coloured hair ◆ Choose one or combine different bleaching and colouring techniques to correct hair colour
6. Range	Apply professional bleaching and colouring knowledge and skills to design for customers creative hairstyles according to their features in salons.		

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none">(i) Effectively apply several professional bleaching and colouring techniques and different bleaching agents/hair colourants; properly and safely perform bleaching and colouring procedures; create new colour effects with reference to features and requirements of customers like hair texture, hair colour and skin colour.(ii) Apply several bleaching and colouring skills to correct hair colour.
8. Remarks	<p>The credit value of this unit of competency is set on the presumption that the learners have mastered bleaching and colouring skills, various highlighting skills and correction skills.</p> <p>This unit of competency is to be used with unit HDZZDP403A for a complete set of competency in hairdressing service.</p>

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Knowledge of professional hair cutting and blow-drying and hairstyle design		
2. Code	HDZZDP405A		
3. Level	4		
4. Credit	3		
5. Competency	<u>Performance requirements</u>		
	5.1	Knowledge of different types of hairstyles	<ul style="list-style-type: none"> ◆ Standard, elegant, fashionable and avant-garde hairstyles ◆ Changes and effects brought by hairstyles on appearance
	5.2	Understand what a hairstylist needs to consider	<ul style="list-style-type: none"> ◆ Customer character, habits and dressing style ◆ Age in relation to hairstyle design ◆ How to match body shapes with hairstyles ◆ How to match face shapes with hairstyles
	5.3	Understand how hair texture would affect hairstyle design	<ul style="list-style-type: none"> ◆ How hair volume, texture and length affect hairstyle ◆ How health condition of hair affects hairstyle ◆ How hair pattern affects hairstyle
	5.4	Knowledge of techniques for using different hair cutting tools	<ul style="list-style-type: none"> ◆ Purpose of cutting with scissors ◆ Techniques for cutting with scissors ◆ Techniques for scissors-over-comb and cutting with razors
	5.5	Knowledge of combining different hair cutting techniques	<ul style="list-style-type: none"> ◆ Understand how to combine different hair cutting techniques

6. Range	Apply different hair cutting and blow-drying knowledge and hairstyling theories to design hairstyles suitable for the customer's style and appearance.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Analyse hairstyle designs with reference to customers' features, e.g. clothing, face shapes, body shapes, age, character and hair texture; use several different hair cutting and blow-drying techniques to design hairstyles fitting with their style and appearance.</p>
8. Remarks	<p>The credit value of this unit of competency is set on the presumption that the learners have acquired knowledge of hair cutting, blow-drying, and applying hair cutting and blow-drying techniques for hairstyle design.</p> <p>This unit of competency is to be used with unit HDZZDP406A for a complete set of competency in hairdressing service.</p>

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Master professional cutting and blow-drying techniques for hairstyle design
2. Code	HDZZDP406A
3. Level	4
4. Credit	6
5. Competency	<p align="center"><u>Performance requirements</u></p> <p>5.1 Master various hair cutting tools</p> <ul style="list-style-type: none"> ◆ Use suitable hair cutting tools with different hair cutting techniques ◆ Combine the use of different hair cutting tools <p>5.2 Master ways to analyse hairstyle design</p> <ul style="list-style-type: none"> ◆ Perform comprehensive analyses on the customer's appearance ◆ Analyse customers' hair conditions in detail <p>5.3 Master various hair cutting techniques</p> <ul style="list-style-type: none"> ◆ Apply several hair cutting techniques in one hairstyle ◆ Create different hairstyles with a number of hair cutting techniques ◆ Use different hair cutting techniques to create fashionable hairstyles <p>5.4 Master various types of hairstyles</p> <ul style="list-style-type: none"> ◆ Master characteristics of standard, elegant, fashionable and avant-garde hairstyles ◆ Complete standard, elegant, fashionable and avant-garde hairstyles ◆ Complete graduation cuts
6. Range	Apply different hair cutting and blow-drying knowledge and hairstyling theories to design hairstyles suitable for the customer's style.
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are:

	<p>(i) Analyse hairstyle designs with reference to customers' features, e.g. clothing, face shapes, body shapes, age, character and hair texture; flexibly use several different hair cutting and blow-drying techniques to design hairstyles fitting with their style and appearance, including standard, elegant, trendy and avant-garde hairstyles.</p>
8. Remarks	<p>The credit value of this unit of competency is set on the presumption that the learners have acquired knowledge of applying hair cutting and blow-drying techniques for hairstyle design.</p> <p>This unit of competency is to be used with unit HDZZDP405A for a complete set of competency in hairdressing service.</p>

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Apply hair put-up knowledge for evening hairstyle
2. Code	HDZZDP407A
3. Level	4
4. Credit	4
5. Competency	<p align="center"><u>Performance requirements</u></p> <p>5.1 Understand evening hairstyle design for short hair</p> <ul style="list-style-type: none"> ◆ Changes and effects of pin-curl and finger wave on evening hairstyling for short hair ◆ Effects of setting and thermal curling on evening hairstyles for short hair <p>5.2 In-depth knowledge of evening hairstyling techniques</p> <ul style="list-style-type: none"> ◆ Teasing and razor cutting techniques ◆ Hair extension skills for evening hairstyling ◆ Skills to match hairpieces with real hair <p>5.3 Understand how to create hair ornaments</p> <ul style="list-style-type: none"> ◆ Ways to make ornaments for hairpieces ◆ Ways to make simple ornaments for evening hairstyles ◆ Match hair ornaments with evening styles <p>5.4 In-depth knowledge of evening style design</p> <ul style="list-style-type: none"> ◆ Ways to match evening hairstyles with clothing ◆ Ways to highlight the beauty of body shape with evening hairstyles ◆ Understand the essence of traditional evening hairstyling ◆ Understand the features of avant-garde evening styles and occasions
6. Range	Apply hair put-up knowledge to provide evening hairstyling according to customer needs in salons.

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Create hair ornaments to match with short evening hairstyles; and (ii) Apply pin-curl, finger wave, setting and thermal curling skills to design short evening hairstyles according to customer needs.
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired knowledge of traditional and trendy evening hairstyles. This unit of competency is to be used with unit HDZZDP408A for a complete set of competency in hairdressing service.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Master hair put-up techniques to design evening hairstyles
2. Code	HDZZDP408A
3. Level	4
4. Credit	8
5. Competency	<p align="center"><u>Performance requirements</u></p> <p>5.1 Master evening hairstyle design for short hair</p> <ul style="list-style-type: none"> ◆ Use pin-curl and finger wave skills to design evening hairstyle for short hair ◆ Use setting and thermal curling skills to create evening hairstyle for short hair <p>5.2 Master evening hairstyling techniques</p> <ul style="list-style-type: none"> ◆ Teasing and razor cutting techniques ◆ Hair extension skills for evening hairstyling ◆ Skills to match hairpieces with real hair <p>5.3 Master the design of hair ornaments</p> <ul style="list-style-type: none"> ◆ Use hairpieces to make hair ornaments ◆ Create simple hair ornaments for evening styles ◆ Use hair ornaments appropriately <p>5.4 In-depth knowledge of evening style design</p> <ul style="list-style-type: none"> ◆ Complete a evening hairstyle for short hair within an hour ◆ Familiar with techniques on how to highlight the evening style with hair ornaments ◆ Master traditional, trendy and avant-garde evening style designs ◆ Design different evening styles for different occasions
6. Range	Apply hair put-up techniques to complete evening hairstyle design according to customer needs in salons.

<p>7. Assessment Criteria</p>	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Apply several evening hairstyling skills, such as teasing, razor cutting, hair extension, mixed use of real hair and hairpieces and use hair ornaments to design short evening hairstyles; and (ii) Apply various evening styling skills with hair ornaments to complete evening styles of short and long hair according to occasions and customer needs.
<p>8. Remarks</p>	<p>The credit value of this unit of competency is set on the presumption that the learners have acquired knowledge of traditional and trendy evening hairstyles.</p> <p>This unit of competency is to be used with unit HDZZDP407A for a complete set of competency in hairdressing service.</p>

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Design hairstyles to match the overall image
2. Code	HDZZDP409A
3. Level	4
4. Credit	10
5. Competency	<p align="center"><u>Performance requirements</u></p> <p>5.1 In-depth knowledge of features of Chinese and western hairstyles</p> <ul style="list-style-type: none"> ◆ In-depth knowledge and analysis of Chinese hairstyles of different times ◆ In-depth knowledge and analysis of western hairstyles in different times ◆ In-depth knowledge and analysis of contemporary popular hairstyles ◆ In-depth knowledge and analysis of contemporary special hairstyles <p>5.2 Basic knowledge of fashion design and make-up</p> <ul style="list-style-type: none"> ◆ Basic theories of fashion design ◆ Basic concepts of make-up ◆ Trendy fashion design ◆ Trendy make-up

	<p>5.3 Understand the desired image required by customers</p> <ul style="list-style-type: none"> ◆ Communicate with customers and understand their needs ◆ Aware of customers’ profession, background, character and hobbies ◆ Find out the desired image of customers ◆ Match hairstyles with occasions, environment, clothing and make-up ◆ Identify characteristics of customers’ hair texture, appearance and skin colour ◆ Recommend the most suitable hairstyle design based on the information above for customers’ reference ◆ Apply various hairdressing techniques to create the style agreed by customers
6. Range	Design hairstyles matching with customers’ overall styles in salons.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Work independently and apply various skills in perming, colouring, hair cutting and blow-drying and evening hairstyling; design hairstyles matching with customers’ overall styles with reference to their character, appearance and requirements, e.g. fitting with customers’ clothing and make-up, occasions and environment.</p>
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired knowledge of hair cutting and blow-drying, perming, colouring and evening hairstyling.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Participate in hairdressing contest and hairstyle demonstration show		
2. Code	HDZZDP410A		
3. Level	4		
4. Credit	4		
5. Competency	<u>Performance requirements</u>		
	5.1	Basic knowledge of participating in hairdressing contest	<ul style="list-style-type: none"> ◆ Be creative and willing to seek challenge ◆ General rules of contest ◆ Latest hairstyle designs and techniques ◆ Be creative in colour and combination ◆ Matching of makeup, clothing and hairstyle and the concept of overall images ◆ Requirements on design and techniques of hairstyle design contests ◆ Design and make hairpieces and hair accessories
	5.2	Understand how to make preparation in contests and hairstyle demonstration shows	<ul style="list-style-type: none"> ◆ Understand setting and stage design and equipment ◆ Design hairstyle for contests or scheduled programme at demonstration shows ◆ Selection of models for matching with hairstyles ◆ Prepare hairdressing procedure for contest or demonstration shows ◆ Techniques of stage setting at hairdressing demonstration shows ◆ Master backstage preparatory work and arrangement of frontstage equipment ◆ Assess the effectiveness of equipment ◆ Skilled in assessing the field of vision of audience ◆ Arrange manpower effectively

	<p>5.3 Able to deal with psychological pressure from hairstyle demonstration shows or contests</p> <ul style="list-style-type: none"> ◆ Understand psychological pressure before contests or shows ◆ Able to deal with psychological pressure before contests or shows ◆ Understand psychological pressure during contests or shows ◆ Able to deal with psychological pressure during contests or shows <p>5.4 Able to perform hairdressing procedure</p> <ul style="list-style-type: none"> ◆ Proceed hairdressing contest in accordance with hairstyle and procedure planned <p>5.5 Techniques of hairstyle demonstration shows</p> <ul style="list-style-type: none"> ◆ Master relevant hairstyles and techniques ◆ Basic theories and techniques of shows ◆ Manoeuvre atmosphere for solo and team performances ◆ Monitor performance time effectively ◆ Guide models in the performance ◆ Master skills to make contingency plans ◆ Understand how hairstyles, hairdressing techniques, body movements, lighting and music blend together ◆ Understand how makeup, costumes and hairstyles complement with the overall image
6. Range	<p>Make preparation before hairdressing contests and hairstyle and technique demonstration shows, include selection of models, design make up and fashion to match with hairstyle, instruct other people to dress up the models according to the design, proceed contest according to hairdressing contest rules or demonstrate hairstyles and hairdressing skills according to the theme of shows.</p>
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Design hairstyles matching with colours and clothing; and design and make hair ornaments according to the rules and requirements before the contest;</p>

	<p>(ii) Complete the required items within the contest time, complying with the rules; and</p> <p>(iii) Demonstrate hairstyles and techniques within the specified time, matching with the atmosphere and setting of the contest venue.</p>
8. Remarks	<p>The credit value of this unit of competency is set on the presumption that the learners have equipped knowledge on perming, colouring, hair cutting and blow-drying and evening hairstyles at QF Level 3 standards or above.</p>

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Master wig design techniques
2. Code	HDZZHS401A
3. Level	4
4. Credit	3
5. Competency	<p align="center"><u>Performance requirements</u></p> <p>5.1 Master customer requirement for wig design</p> <ul style="list-style-type: none"> ◆ Communicate with customers; understand reasons for customers to wear wigs, e.g. matching with the occasion/environment with make-up and fashion ◆ Provide professional advice to customers on hairstyle design and merits and demerits of different types of wigs ◆ Explain to customers the wig dressing selected and their merits and demerits <p>5.2 Design wig hairstyles</p> <ul style="list-style-type: none"> ◆ Measure and record the size of the customer's head for wig production ◆ Design the wig according to the requirements of customers ◆ Make final cutting according to the chosen hairstyle
6. Range	Design suitable wigs for customers as required in wig companies/salons.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Provide professional advice on wig selection and design with reference to customer needs such as reasons for wearing wigs, occasions/environment, matching with make-up and clothing; design wigs suitable for customers according to their requests.</p>
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired basic knowledge of wig design and production.

Specification of Competency Standards for Hairdressing Industry
Unit of Competency

1. Title	Handle problems of hair and scalp
2. Code	HDZZHS402A
3. Level	4
4. Credit	6
5. Competency	<p align="center"><u>Performance requirements</u></p> <p>5.1 In-depth knowledge of the physical structure of hair</p> <ul style="list-style-type: none"> ◆ Functions, structure and composition of hair, scalp and skin ◆ Various hair textures and types ◆ Growth pattern of hair ◆ Familiar with causes of hair and scalp problems <p>5.2 Master techniques to handle problem hair and scalp</p> <ul style="list-style-type: none"> ◆ Understand abnormal conditions of hair and scalp ◆ Improve hair condition and solve hair problems with trichology knowledge ◆ Understand stages and causes of hair loss, e.g. external factors, the impacts of natural environment and inappropriate treatment of hair ◆ Evaluate and assess the damage of hair and scalp ◆ Master ways to handle germs causing hair and scalp disease ◆ Master ways to handling pathogen causing hair and scalp problems ◆ Understand ways to handle problem hair and scalp

	<p>5.3 Handle problem hair and scalp</p> <ul style="list-style-type: none"> ◆ Observe and evaluate the damage of hair and scalp ◆ Communicate with customers to find out the causes of problem hair and scalp ◆ Treat problem hair manually or with the use of tools and equipment according to the analysis ◆ Provide professional advice to customers, introduce ways to handle problem hair and scalp ◆ Handle problem hair and scalp with the methods chosen ◆ Provide health tips to customers on daily hair and scalp care
<p>6. Range</p>	<p>Treat hair and scalp for customers in hair care companies, e.g. improving hair texture and addressing problems of damaged hair and scalp.</p>
<p>7. Assessment Criteria</p>	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Apply knowledge of physiology of hair and scalp to improve customers' hair texture and scalp; (ii) Analyse the causes of damaged hair and scalp of customers and decide on the appropriate caring method according to the analyses; and (iii) Suggest caring methods for hair and scalp to customers.
<p>8. Remarks</p>	<p>The credit value of this unit of competency is set on the presumption that the learners have acquired knowledge of intensive care for hair and scalp.</p>

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Comments on skills and hairstyles and serve as judges in contests
2. Code	HDZZTR401A
3. Level	4
4. Credit	4
5. Competency	<p align="center"><u>Performance requirements</u></p> <p>5.1 Comment on skills and hairstyles</p> <ul style="list-style-type: none"> ◆ Highly experienced and well-versed in professional hairdressing skills; open-minded towards innovation ◆ Professional, positive and objective attitude <p>5.2 Serve as judges in contests</p> <ul style="list-style-type: none"> ◆ Understand the aim, general rules and the significance of contests ◆ Professional knowledge and experience in contest-related skills; open-minded towards innovation ◆ Understand qualifications and skills of contestants ◆ Provide professional opinions to help formulate assessment criteria ◆ Understand the mindset of contestants ◆ Give fair and just judgement ◆ Give professional, positive and encouraging opinions to contestants afterwards ◆ Give recommendations for improvements afterwards based on the observation at the contest
6. Range	Serve as judges at contest venues; provide professional advice on assessment guidelines; give participants professional, positive and encouraging comments.
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are:

	<p>(i) Provide professional advice at hairdressing contests; help formulate assessment guidelines; make fair judgement; and</p> <p>(ii) Give participants professional, positive and encouraging comments after the contests.</p>
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired knowledge of perming, or hair colouring, or hair cutting, or evening hairstyle at QF Level 4 standards.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Develop curricula for professional hairdressing courses and implement training		
2. Code	HDZZTR402A		
3. Level	4		
4. Credit	12		
5. Competency	<u>Performance requirements</u>		
	5.1	Understand professional and ethical codes of practice	<ul style="list-style-type: none"> ◆ High ethical standard ◆ Maintain courtesy and proper appearance ◆ Control and maintain positive emotions ◆ Continuous learning, self-advancement and further improvement of professional knowledge and skills
	5.2	Formulate training plans and course outlines	<ul style="list-style-type: none"> ◆ Identify training goals and methods ◆ Define learning outcomes in detail ◆ Compile course outlines according to learning outcomes
	5.3	Understand teaching theories	<ul style="list-style-type: none"> ◆ Familiar with basic teaching theories ◆ Understand process and theories of learning ◆ Master classroom techniques
	5.4	Understand learning theories	<ul style="list-style-type: none"> ◆ Understand factors leading to success and failure in trainees' learning ◆ Causes and techniques that motivate trainees to learn ◆ Skills to encourage participation of trainees ◆ Factors affecting learning of trainees

	<p>5.5 Write teaching plans</p> <p>5.6 Familiar with teaching methods</p> <p>5.7 Manage classroom effectively</p> <p>5.8 Communicate with trainees</p>	<ul style="list-style-type: none"> ◆ Understand the use of teaching plans ◆ Understand basic theory and points-to-note when writing teaching plans ◆ Devise systematic teaching plans according to course outlines, e.g. teaching plan for every lesson ◆ Basic teaching methods, e.g. teaching, instruction, demonstration, discussion, questions and answers, exercises and field study ◆ Use advanced teaching aids in teaching ◆ Accommodate trainees of different learning attitudes and levels ◆ Maintain a learning atmosphere in classrooms ◆ Set up and maintain rules in classrooms ◆ Encourage trainees to be accountable for their personal conduct and help maintain the learning atmosphere in classroom ◆ Familiar with trainees' background, behaviours and psychology; understand their needs, including targets of learning ◆ Build a harmonious and trusting relationship with trainees for effective communication ◆ Maintain trainees' interest in learning; follow up their learning progress; ensure that they understand the key points ◆ Encourage trainees to ask questions ◆ Handle trainees' misbehaviours
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	<p>5.9 Formulate methods and criteria of assessment</p> <ul style="list-style-type: none"> ◆ Understand basic principles and functions of assessment ◆ Understand assessment methods ◆ Devise ways to assess practical skills, e.g. the assessment criteria <p>5.10 Evaluate teaching results</p> <ul style="list-style-type: none"> ◆ Understand the purpose of evaluation and methods ◆ Design questionnaires to collect data ◆ Analyse data to help improve teaching quality
6. Range	Plan, coordinate and implement training for professionals in the field with reference to the needs of the industry in training organisations.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Formulate training plans and compile programme outlines for workers in the hairdressing industry according to the training needs in the field; (ii) Formulate teaching plans for hairdressing training courses and employ various teaching skills to train workers in the field; (iii) Effective classroom management and communication with trainees; and (iv) Set up criteria to assess trainees and effectively evaluate teaching results.
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired knowledge and mastered skills of perming, or hair colouring, or hair cutting, or evening hairstyle at QF Level 4 standards.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Promote salon services and develop business
2. Code	HDZZBM401A
3. Level	4
4. Credit	4
5. Competency	<p align="center"><u>Performance requirements</u></p> <p>5.1 Devise and implement promotion plans</p> <ul style="list-style-type: none"> ◆ Set image for the salon or other promotion goals ◆ Identify target customers ◆ Understand channels of communication ◆ Understand promotion methods and channels ◆ Estimate promotion cost ◆ Devise promotion methods and activities <p>5.2 Promotion at shop windows</p> <ul style="list-style-type: none"> ◆ Understand the objectives of shop window promotion ◆ Key issues of shop window design ◆ Understand that the salon's image is represented by the shop window design <p>5.3 Implement and evaluate promotion activities</p> <ul style="list-style-type: none"> ◆ Implement promotion activities ◆ Draw target customers to participate in promotion activities ◆ Continue to evaluate and adjust promotion activities ◆ Review and assess the effectiveness of promotion activities and recommend ways for improvement
6. Range	Organise and implement marketing campaigns for the professional service and image of salons as operation needs arise.
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are:

	<ul style="list-style-type: none">(i) Promote salon image and services according to operation plans; devise promotional schemes and make budgets for the implementation;(ii) Design simple shop window promotion commonly used by salons; and(iii) Evaluate results of promotional activities and make recommendations for improvement.
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired basic knowledge of salon operation.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Promote hairdressing products and explore business opportunities
2. Code	HDZZBM402A
3. Level	4
4. Credit	4
5. Competency	<p align="center"><u>Performance requirements</u></p> <p>5.1 Devise hairdressing product promotion plans</p> <ul style="list-style-type: none"> ◆ Identify aims for promotion plans ◆ Identify target customers ◆ Understand channels of communication ◆ Understand ways and channels for promotion ◆ Estimate promotion cost ◆ Choose a combination of promotion methods <p>5.2 Implement and evaluate promotion activities</p> <ul style="list-style-type: none"> ◆ Implement promotion activities ◆ Draw target customers to participate in promotion activities ◆ Continue to evaluate and adjust promotion activities ◆ Review and assess the effectiveness of promotion activities and recommend ways for improvement
6. Range	Organise and implement marketing campaigns for product image and performance as operation needs arise in hairdressing product companies.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Promote product image and performance according to operation plans; devise promotional schemes and make budgets for the implementation; and</p> <p>(ii) Evaluate results of promotional activities and make recommendations for improvement.</p>
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired basic knowledge in the hairdressing product industry.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Understand financial management in salons	
2. Code	HDZZBM403A	
3. Level	4	
4. Credit	5	
5. Competency	<u>Performance requirements</u>	
	5.1 Basic knowledge of profit and loss statements	<ul style="list-style-type: none"> ◆ Understand profit and loss statements, calculation of gross profit, gross profit percentage, net profit and net profit percentage, interpretation of items on profit and loss statements on salon business ◆ Daily expenses and their ratios ◆ Source of income; calculation of cost for each service, e.g. percentage of basic salary or splitting up profit margin with hairstylists (as an independent operating unit) on items like income, gross profit, net profit; devise and compare operation strategy indicators ◆ Devise service and operation strategies with financial management concepts like P&L statements and sales trend analysis
	5.2 Budgeting	<ul style="list-style-type: none"> ◆ Estimate turnover and expenditure based on past records ◆ Compile regular turnover reports and compare them with the predicted turnover ◆ Analyse causes of turnover changes; identify internal and external factors affecting turnover; devise improvement plans based on those causes

	<p>5.3 Control expenditure</p> <ul style="list-style-type: none"> ◆ Understand how to control expenditure, prepare and review budgets ◆ Control expenses on salary ◆ Control daily expenses like water and cleaning charges ◆ Control expenses on wastage <p>5.4 Devise management/ sales/service strategies according to turnover</p> <ul style="list-style-type: none"> ◆ Control stock and arrange manpower according to turnover ◆ Devise promotion strategies according to turnover <p>5.5 Understand taxation requirements and mandatory provident fund schemes for salons</p> <ul style="list-style-type: none"> ◆ Basic knowledge of Hong Kong taxation ordinances relevant to salons ◆ Taxation items relevant to salons and calculation methods ◆ Types of documents and receipts that need to be retained for taxation purpose ◆ Mandatory provident fund schemes <p>5.6 Familiar with financial benefits enjoyed by salons</p> <ul style="list-style-type: none"> ◆ Benefits offered by the government to small and medium enterprises
6. Range	Apply financial management knowledge and skills to help the management to formulate operation strategies and manage finances in salons.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Devise appropriate salon service strategies after analysing P & L statements and service development;</p> <p>(ii) Make appropriate budgets; formulate management and service strategies and control expenses with reference to salon operation; and</p>

	(iii) Help accounting staff handle taxation issues and implement mandatory provident schemes as required by taxation legislation; apply for financial concessions from the government.
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired basic knowledge of salon operation.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Understand financial management for hairstyle product companies	
2. Code	HDZZBM404A	
3. Level	4	
4. Credit	5	
5. Competency	<u>Performance requirements</u>	
	5.1 Basic knowledge of profit and loss statements	<ul style="list-style-type: none"> ◆ Understand profit and loss statements, calculation of gross profit, gross profit percentage, net profit and net profit percentage, and interpretation of items on profit and loss statements on the company ◆ Daily expenses and their ratios ◆ Income source and costing ◆ Devise service and operation strategies with financial management concepts like P&L statements and sales trend analysis
	5.2 Budgeting	<ul style="list-style-type: none"> ◆ Estimate turnover and expenditure based on past records; determine cash flow ◆ Compile regular turnover reports and compare them with the predicted turnover ◆ Analyse causes of turnover changes; identify internal and external factors affecting turnover; devise improvement plans based on those causes
	5.3 Control expenditure	<ul style="list-style-type: none"> ◆ Understand how to control expenditure, prepare and review budgets ◆ Control expenses on salary ◆ Control daily expenses ◆ Control expenses on wastage

	<p>5.4 Devise management/sales/service strategies according to turnover</p> <ul style="list-style-type: none"> ◆ Control stock and arrange manpower according to turnover ◆ Devise promotion strategies according to turnover <p>5.5 Understand taxation requirements and mandatory provident fund schemes</p> <ul style="list-style-type: none"> ◆ Basic knowledge of relevant Hong Kong taxation ordinances ◆ Relevant taxation items and calculation methods ◆ Mandatory provident fund schemes
6. Range	Apply financial management knowledge and skills to help the management to formulate operation strategies and manage finances in hairdressing product companies.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Devise appropriate sales strategies after analysing P & L statements and sales trend; (ii) Make appropriate budgets; formulate management and sales strategies and control expenses with reference to the company operation; and (iii) Help accounting staff handle taxation issues and implement mandatory provident schemes as required by taxation legislation.
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired basic knowledge of operation of hairstyle product companies and the industry.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Understand liabilities borne by salons and insurance plans needed		
2. Code	HDZZBM405A		
3. Level	4		
4. Credit	4		
5. Competency	<u>Performance requirements</u>		
	5.1	Understand potential risks faced by salons	<ul style="list-style-type: none"> ◆ Occupational safety and health regulations relevant to salons ◆ Labour ordinances relevant to salons ◆ Employee compensation legislation ◆ Possible internal and external risks faced by salons; evaluate the risks ◆ Draw up safety and preventive rules according to evaluation results ◆ Devise risk protection plans ◆ Review and revise risk protection plans according to work environment or changing conditions
	5.2	Understand insurance schemes for salons	<ul style="list-style-type: none"> ◆ Understand insurance schemes ◆ Insurance schemes needed by salons ◆ General coverage of insurance policies relevant to salons
	5.3	Understand general procedures of taking out an insurance policy	<ul style="list-style-type: none"> ◆ General procedures of taking out an insurance policy ◆ Choose and take out suitable insurance plans for salons
	5.4	Understand general procedures of making claims	<ul style="list-style-type: none"> ◆ General procedures of making claims ◆ Procedures for making claims after accidents

6. Range	Assess operation risks of salon operation and management; purchase insurance according to needs and legislation.
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Assess operation risks of salon operation; select and purchase suitable insurance plans according to needs and legislation; and (ii) Perform normal procedures to make claims from insurance companies after accidents happened.
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired basic knowledge of salon operation.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Understand logistics of import and export of hairdressing products		
2. Code	HDZZBM406A		
3. Level	4		
4. Credit	4		
5. Competency	<u>Performance requirements</u>		
	5.1	Knowledge in import and export ordinances	<ul style="list-style-type: none"> ◆ Hong Kong ordinances for import and export of goods
	5.2	Understand basic terminologies for import and export	<ul style="list-style-type: none"> ◆ FOB ◆ CFR ◆ CIF
	5.3	Understand basic contents of enquiry sheets, quotations, and contracts	<ul style="list-style-type: none"> ◆ Main contents of an enquiry sheet ◆ Main contents of a quotation ◆ Main contents of a contract
	5.4	Understand how to calculate charges and forms of payment	<ul style="list-style-type: none"> ◆ Calculation methods of freight charges ◆ Calculation methods of insurance premium ◆ Calculation methods of bank interest and various relevant charges ◆ Various forms of payment and payment bills
	5.5	Knowledge of types of cargo freight and insurance	<ul style="list-style-type: none"> ◆ Types of cargo freight service ◆ Types of cargo insurance, insurance scope and relevant formalities

	<p>5.6 Handle import and export of hairdressing products</p> <ul style="list-style-type: none"> ◆ Arrange import and export of hairdressing products ◆ Perform formalities for importing and exporting hairdressing products
6. Range	Handle import and export of hairdressing products in hairdressing product companies.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Supervise import and export clerks to handle documents and formalities for importing and exporting hairdressing products according to regulations and general requirements.</p>
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired knowledge of hairdressing products.

Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Understand relevant laws for salons operation on the mainland
2. Code	HDZZBM407A
3. Level	4
4. Credit	5
5. Competency	<p align="center"><u>Performance requirements</u></p> <p>5.1 Understand relevant laws for salon operation on the mainland</p> <ul style="list-style-type: none"> ◆ Current condition of hairdressing service market on the mainland ◆ Relevant authorities that regulate salon business on the mainland ◆ Formalities and laws for setting up and operating salons on the mainland ◆ Procedures and regulations for employing staff on the mainland ◆ Basic accounting system and taxation regulations of the mainland <p>5.2 Understand procedures and regulations on working on the mainland</p> <ul style="list-style-type: none"> ◆ Procedures for Hong Kong citizens to work and live on the mainland ◆ Qualification requirements for hairstylists to work on the mainland ◆ Taxation regulations for working on the mainland
6. Range	Effective management of salons, complying formalities and legislation on the mainland.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Comply with formalities and handle personal taxation in line with mainland legislation when working in mainland salons; and</p> <p>(ii) Handle effectively issues of operation and management of salons while complying with formalities and legislation regarding salon operation.</p>

8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired knowledge of salon operation.
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Specification of Competency Standards for Hairdressing Industry

Unit of Competency

1. Title	Understand relevant laws for marketing hairdressing equipment on the mainland
2. Code	HDZZBM408A
3. Level	4
4. Credit	6
5. Competency	<p align="center"><u>Performance requirements</u></p> <p>5.1 Understand basic regulations for marketing hairdressing products, tools and equipment on the mainland</p> <ul style="list-style-type: none"> ◆ Current condition of hairdressing product market on the mainland ◆ Relevant authorities that regulate hairdressing product business on the mainland ◆ Relevant legislation concerning the sale of hairdressing products on the mainland ◆ Hairdressing product labelling on the mainland ◆ Formalities for importing and exporting hairdressing products on the mainland ◆ Procedures and ordinances on hiring employees on the mainland ◆ Basic accounting system and taxation regulations of the mainland <p>5.2 Understand procedures and regulations on working on the mainland</p> <ul style="list-style-type: none"> ◆ Procedures for Hong Kong citizens to work and live on the mainland ◆ Taxation regulations for working on the mainland
6. Range	Effective management of hairdressing product companies, complying formalities and legislation on the mainland.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Comply with formalities and handle personal taxation in line with mainland legislation when working in mainland hairdressing product companies; and</p>

	(ii) Handle effectively issues of operation and management of hairdressing product companies while complying with formalities and legislation regarding marketing hairdressing products, tools and equipment.
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners have acquired knowledge of hairdressing product company operation.