

VTCT Level 2 Award in Salon Reception Duties

Accreditation start date: **1 August 2010**
Credit value: **12**
Total Qualification Time (TQT): **120**
Guided learning hours (GLH): **100**
Qualification number: **500/8661/3**

Statement of unit achievement

By signing this statement of unit achievement you are confirming that all learning outcomes, assessment criteria and range statements have been achieved under specified conditions and that the evidence gathered is authentic.

This statement of unit achievement table must be completed prior to claiming certification.

Unit code	Date achieved	Learner signature	Assessor initials	IQA signature (if sampled)
Mandatory units				
UV20483				
UV20489				
UV20490				
UV20492				

The qualification

Introduction

The VTCT Level 2 Award in Salon Reception Duties is a qualification that has been specifically designed to develop your practical skills in the following units; how to effectively display stock or promote products and services to clients whilst working on a salon reception.

Underpinning this qualification you will develop a sound knowledge of health and safety whilst working in the hair and beauty industries. You will also develop an underpinning knowledge and understanding of the practical skills learned throughout this qualification.

The purpose of this qualification is to develop your practical skills to a high level of occupational ability to enable you to perform a receptionist role.

National Occupational Standards (NOS)

Units in this qualification have been mapped to the relevant NOS (where applicable). This qualification is regulated on the Regulated Qualifications Framework.

This qualification is approved and supported by the Hairdressing and Beauty Industry Authority (HABIA), the standard setting body for hair, beauty, nails and spa qualifications.



Progression

Progression opportunities also exist in the form of specialist VTCT vocationally related qualifications:

- Level 2 Diploma in Women's Hairdressing
- Level 2 Diploma in Barbering
- Level 2 Diploma in African Caribbean Hairdressing
- Level 2 Certificate in Barbering
- Level 2 Certificate in African Caribbean Hairdressing
- Level 2 Certificate in Perming and Neutralising
- Level 2 Certificate in Colouring Hair
- Level 2 Certificate in Cutting Hair
- Level 2 Award in Scalp Massage Services
- Level 2 Award in Wig Services
- Level 2 Award in Emergency First Aid at Work
- Level 2 Award in Preventing Contact Dermatitis
- Level 2 Diploma in Beauty Specialist Techniques
- Level 2 Certificate in Nail treatments
- Level 2 Certificate in Beauty Specialist Techniques
- Level 2 Certificate in Depilation
- Level 2 Certificate in Nail Technology
- Level 2 Award in Nail Art
- Level 2 Award in Airbrush Nail Design
- Level 2 Award in Facial Massage and Skincare
- Level 2 Award in Wax Depilation
- Level 2 Award in Sugaring Depilation
- Level 2 Award in Threading Depilation
- Level 2 Award in Mendhi Skin decoration

- Level 2 Award in Eyelash Perming
- Level 2 Award in Ear Piercing
- Level 2 Award in Thermal Auricular Therapy

This qualification may lead directly into employment as a receptionist in the hair and beauty industry or develop your skill if you are already working as a receptionist.

Qualification structure

Total credits required - 12

All mandatory units must be completed.

Mandatory units - 12 credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UV20483	R/600/8763	Follow health and safety practice in the salon	3	22
UV20489	A/600/8773	Salon reception duties	3	24
UV20490	J/600/8761	Display stock to promote sales in a salon	3	24
UV20492	T/600/8769	Promote products and services to clients in a salon	3	28

Guidance on assessment

This book contains the mandatory units that make up this qualification. Optional units will be provided in additional booklets (if applicable). Where indicated, VTCT will provide assessment materials. Assessments may be internal or external. The method of assessment is indicated in each unit.

Internal assessment

(any requirements will be shown in the unit)

Assessment is set, marked and internally quality assured by the centre to clearly demonstrate achievement of the learning outcomes. Assessment is sampled by VTCT external quality assurers.

External assessment

(any requirements will be shown in the unit)

Externally assessed question papers completed electronically will be set and marked by VTCT.

Externally assessed hard-copy question papers will be set by VTCT, marked by centre staff and sampled by VTCT external quality assurers.

Assessment explained

VTCT courses are assessed and quality assured by centre staff. Work will be set to improve your practical skills, knowledge and understanding. For practical elements, you will be observed by your assessor. All your work must be collected in a portfolio of evidence and cross-referenced to requirements listed in this record of assessment book.

Your centre will have an internal quality assurer whose role is to check that your assessment and evidence is valid and reliable and meets VTCT and regulatory requirements.

An external quality assurer, appointed by VTCT, will visit your centre to sample and quality-check assessments, the internal quality assurance process and the evidence gathered. You may be asked to attend on a different day from usual if requested by the external quality assurer.

This record of assessment book is your property and must be in your possession when you are being assessed or quality assured. It must be kept safe. In some cases your centre will be required to keep it in a secure place. You and your course assessor will together complete this book to show achievement of all learning outcomes, assessment criteria and ranges.



Creating a portfolio of evidence

As part of this qualification you are required to produce a portfolio of evidence. A portfolio will confirm the knowledge, understanding and skills that you have learnt. It may be in electronic or paper format.

Your assessor will provide guidance on how to prepare the portfolio of evidence and how to show practical achievement, and understanding of the knowledge required to successfully complete this qualification. It is this booklet along with the portfolio of evidence that will serve as the prime source of evidence for this qualification.

Evidence in the portfolio may take the following forms:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

All evidence should be documented in the portfolio and cross referenced to unit outcomes. Constructing the portfolio of evidence should not be left to the end of the course.

Unit assessment methods

This section provides an overview of the assessment methods that make up each unit in this qualification. Detailed information on assessment is provided in each unit.

Mandatory units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observation(s)	Assignment(s)
UV20483	Follow health and safety practice in the salon	1	✓	✓
UV20489	Salon reception duties	0	✓	✓
UV20490	Display stock to promote sales in a salon	0	✓	✓
UV20492	Promote products and services to clients in a salon	0	✓	✓

Unit glossary

	Description
VTCT product code	All units are allocated a unique VTCT product code for identification purposes. This code should be quoted in all queries and correspondence to VTCT.
Unit title	The title clearly indicates the focus of the unit.
National Occupational Standards (NOS)	NOS describe the skills, knowledge and understanding needed to undertake a particular task or job to a nationally recognised level of competence.
Level	Level is an indication of the demand of the learning experience, the depth and/or complexity of achievement and independence in achieving the learning outcomes.
Credit value	This is the number of credits awarded upon successful achievement of all unit outcomes. Credit is a numerical value that represents a means of recognising, measuring, valuing and comparing achievement.
Guided learning hours (GLH)	The activity of a learner in being taught or instructed by - or otherwise participating in education or training under the immediate guidance or supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.
Total qualification time (TQT)	The number of hours an awarding organisation has assigned to a qualification for Guided Learning and an estimate of the number of hours a learner will reasonably be likely to spend in preparation, study, or any other form of participation in education or training. This includes assessment, which takes place as directed - but, unlike Guided Learning, not under the immediate guidance or supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.
Observations	This indicates the minimum number of observations required to achieve the unit.
Learning outcomes	The learning outcomes are the most important component of the unit, they set out what is expected in terms of knowing, understanding and practical ability as a result of the learning process. Learning outcomes are the results of learning.
Evidence requirements	This section provides guidelines on how evidence must be gathered.
Maximum service times	The maximum time in which a particular service or practical element must be completed.
Observation outcome	An observation outcome details the practical tasks that must be completed to achieve the unit.
Knowledge outcome	A knowledge outcome details the theoretical requirements of a unit that must be evidenced through oral questioning, a mandatory written question paper or portfolio of evidence.
Assessment criteria	Assessment criteria set out what is required, in terms of achievement, to meet a learning outcome. The assessment criteria and learning outcomes are the components that inform the learning and assessment that should take place. Assessment criteria define the standard expected to meet learning outcomes.
Range	The range indicates what must be covered. Ranges must be practically demonstrated in parallel to the unit's observation outcomes.

UV20483

Follow health and safety practice in the salon

The aim of this unit is to increase your understanding of health and safety and its importance in the salon in which you work.

You will develop the ability to carry out a simple risk analysis, recognise a hazard, responsibly deal with the hazards you have found and follow safe and hygienic working practices.

You will also need to be able to locate fire fighting equipment, first aid resources and have an awareness of fire, emergency and evacuation procedures.

This unit applies to hairdressing, beauty therapy, nail and barbering salons and spas.

Level

2

Credit value

3

GLH

22

Observation(s)

3

External paper(s)

1



Follow health and safety practice in the salon

Learning outcomes

On completion of this unit you will:

1. Be able to maintain health, safety and security practices
2. Be able to follow emergency procedures

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
4. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
5. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.
6. *External paper*
Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There is one external paper that must be achieved.**

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

There are no range statements that apply to this unit.



Observations

Outcome 1

Be able to maintain health, safety and security practices

You can:

- a. Conduct yourself in the workplace to meet with health and safety practices and salon policy
- b. Deal with hazards within your own area of responsibility following salon policy
- c. Maintain a level of personal presentation, hygiene and conduct to meet with legal and salon requirements
- d. Follow salon policy for security
- e. Make sure tools, equipment, materials, and work areas meet hygiene requirements
- f. Use required personal protective equipment
- g. Position yourself and the client safely
- h. Handle, use, and store products, materials, tools, and equipment safely to meet with manufacturer's instructions
- i. Dispose of all types of salon waste safely and to meet with legal and salon requirements

** May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



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Outcome 2

Be able to follow emergency procedures

You can:

- a. Follow emergency procedures
- b. Follow accident reporting procedures which meet with salon policy
- c. Locate fire fighting equipment

*May be assessed through oral questioning.

Observation	1	Optional	Optional
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the following table when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Outcome 1

Be able to maintain health, safety and security practices

You can:	Portfolio reference / Assessor initials*
j. Explain the difference between legislation, codes of practice and workplace policies	
k. Outline the main provisions of health and safety legislation	
l. State the employer's and employee's health and safety responsibilities	
m. State the difference between a 'hazard' and a 'risk'	
n. Describe hazards that may occur in a salon	
o. State the hazards which need to be referred	
p. State the purpose of personal protective equipment used in a salon during different services	
q. State the importance of personal presentation, hygiene, and conduct in maintaining health and safety in the salon	
r. State the importance of maintaining the security of belongings	
s. Outline the principles of hygiene and infection control	
t. Describe the methods used in the salon to ensure hygiene	
u. Describe the effectiveness and limitations of different infection control techniques	
v. Describe how to dispose of different types of salon waste	

*Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 2

Be able to follow emergency procedures

You can:	Portfolio reference / Assessor initials*
d. Identify named emergency personnel	
e. Describe procedures for dealing with emergencies	
f. Outline the correct use of fire fighting equipment for different types of fire	
g. State the dangers of the incorrect use of fire fighting equipment on different types of fires	
h. State the importance for reporting and recording accidents	
i. Describe the procedure for reporting and recording accidents	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to maintain health, safety and security practices

Hazards and risks: A hazard is something that has the potential to cause harm. A risk is the likelihood of a hazard happening.

Salon hazards: Require immediate action – refer to job description, level of responsibility, report, duty to recognise/deal with hazards, training on dealing with hazards, deal with hazards without endangering self/others, if in doubt call for assistance, nominated personnel, duty to recognise/deal with hazards.

Environmental – wet/slippery floor, cluttered passage/corridors, rearrange furniture, blocked passageway/entrance/exit.

Equipment – broken, worn, faulty, incorrect use.

Chemicals – leaking, damaged packaging.

Security (cash) – unattended reception/till, money in transit, cash left in till overnight.

Security (people) – staff, clients, visitors, children, personal belongings, disregard of systems (security, emergency evacuation, storage/use of confidential staff/client records, business information).

Hygiene – poor personal cleanliness, lack of regular washing of uniform, equipment (dirty, not sterilised, cross-infection, cross-contamination between clients).

Salon policy for security:

Cash – staff training, point of sale, regular banking, in transit.

People – staff, clients, visitors, children, personal belongings, systems (security, emergency evacuation, storage/use of confidential staff/client records, business information).

Belongings – client to retain personal belongings where possible, empty pockets prior to hanging coat, staff belongings to remain in staff room, avoid personal items in salon.

Security breaches – inform salon owner/head of school, review records (stock levels/control, monitor takings, inventory of equipment, manual and computerised records), take statements, eye witness accounts, review findings, call in police, notify data protection registry/clients of breach, maintain confidentiality, could result in loss of employment.

Use of tools and equipment: Comply with legislation, health and safety, electricity at work, portable appliance testing, reporting of injuries and dangerous diseases, manual handling, visual checks, only use for intended purpose, no trailing wires, manufacturer's instructions, fit for purpose.

Maintenance of tools and equipment: Equipment and tools cleaned, washed, appropriate sterilisation (barbicide, autoclave, UV, sterilising spray), complete destruction of all living organisms on tools and equipment, disinfection (remove contamination from hard surfaces), heat or chemical methods, visual check, remove and label broken tools and equipment, store correctly.



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Outcome 1: Be able to maintain health, safety and security practices (continued)

Preparation of work area: Work station/bed/chair/trolley, equipment cleaned, appropriate sterilisation (barbicide, autoclave, UV, sterilising spray), complete destruction of all living organisms on tools and equipment, disinfection (remove contamination from hard surfaces, large work areas, floors and work surfaces), heat or chemical methods, bactericides, fungicides, viricides, full access around work area, safe professional presentation tools and equipment, visual check on large/small equipment, portable appliance tested, bed/seat/basin (select height).

How to follow safe and hygienic working practices:

Maintaining a safe salon – all staff to adhere to salon policies, clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to work stations/beds/trolleys and equipment, clean/sterilise/disinfect tools, equipment and work surfaces, risk assessment, no smoking, eating, drinking or drugs in salon, professional personal hygiene.

Personal protective equipment – avoid latex, powdered gloves, apron, protective glasses.

Electricity at work – visual check of equipment, no trailing wires, portable appliance testing.

Manual handling – moving stock safely, lifting, working heights, unpacking.

Towels – clean for every client, place dirty towels in covered bin.

Reporting of injuries diseases and dangerous occurrences – accident book, reporting diseases, log accidents.

Control of substances hazardous to health – store, handle, use, disposal, replace lids, ventilation for vapour and dust, avoid over exposure to chemicals, use manufacturer's instructions for use.

Disposal of waste – sharps box, closed top bin, dilute chemicals with running water, environmental protection, salon policies for hazardous waste, single use items, recycle empties.

Behave professionally in a salon

environment: Follow health and safety practices and procedures, follow salon code of conduct, respect and co-operate with others (team work – be sympathetic, fair, not aggressive), avoid gossip, value client(s), use appropriate language, maintain confidentiality, uphold a polite, cheerful and friendly manner (friendly facial expressions, open body language, positive attitude), eye contact, sensible behaviour, take pride in work, be punctual, employer and client loyalty.

How to maintain personal presentation and hygiene: Clothes/uniform (washed/ironed daily), hair (clean, healthy, manageable, off face), personal hygiene (shower daily, clean teeth, fresh breath deodorant, avoid overpowering perfume/aftershave), workable length clean nails (hair), short clean nails (beauty), minimal jewellery/no jewellery, light fresh make-up, comfortable clean shoes, wash hands between clients, cover cuts and wounds with plaster, wear personal protective equipment.

Risk: The likelihood of a hazard happening, risk assessment, determine the level of risk, preventative measures, reduce



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Outcome 1: Be able to maintain health, safety and security practices (continued)

a potentially harmful situation, judgement of salon hazards, who/what/level of risk, interpret results, conclusions, record findings, regular reviews.

Position yourself and the client appropriately:

Stylist/therapist/nail technician – position self safely, when you sit or stand ensure good posture (straight back, stand upright, even weight distribution, maintain balance, remain relaxed, don't overstretch), poor posture will result in fatigue, uneven service, back/shoulder injury.

Client – seated/laid comfortably (adjust height of chair, adjust back rest of bed), if seated keep feet flat on floor, legs uncrossed, back supported, regular comfort breaks.

The difference between health and safety legislation, regulations and code of conduct:

Legislation and regulations – government lead, implemented, monitored.

Code of practice and policies – salon lead, implemented, monitored.

Salon health and safety legislation and regulations: Health and safety at work, control of substances hazardous to health, reporting of injuries diseases and dangerous occurrences, personal protective equipment, electricity at work, manual handling, supply of goods and services, trade description, data protection, employer's liability (compulsory insurance), occupier's liability, local by-laws (set by council), salon rules, code of conduct, observance by all staff.

Employer responsibility for safety of staff/employees/clients: Hold current/valid liability insurance, display health and safety rules covering staff/employees/clients/fire evacuation, provide regular training, accurate record keeping, monitoring, consult experts.



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Outcome 2: Be able to follow emergency procedures

Emergency procedures:

Accidents – call ambulance, internal emergency number, nominated first aider, records.

First aid – call nominated first aider, emergency internal number, ensure accurate records.

First aid equipment – first aid box(es), list of equipment, general advice leaflet, various sized dressings, eye pad, eye bath, triangular bandages, safety pins, antiseptic cream, medical wipes, sterile gloves, sterile water, cotton wool.

Fire evacuation – nominated assembly point, fire wardens, regular simulation.

Incidents – call security, emergency internal number, emergency external numbers 999 (UK) or 112 (EU).

Position of fire fighting equipment – induction process.

How to use fire fighting equipment – designated personnel, initial/ongoing training.

Records and documentation – initial/ongoing training, up-to-date, accurate.

Safety drills – induction process, initial/ongoing training person, regular simulation.

Personnel responsible for safety – nominated health and safety officer (internal/external).

Fire fighting equipment: Location, extinguishers (water, foam, powder, CO₂ gas), sand bucket, fire blanket, alarm.

Incorrect use of fire fighting equipment:

Fire could deteriorate/uncontrollable, injury to personnel, damage to belongings/property.

Notes

Use this area for notes and diagrams



UV20489

Salon reception duties

Through this unit you will show how to create a positive image of yourself and the salon whilst working on the reception desk.

The receptionist is the first and last person to see a client, so the way you communicate and behave has a direct impact on how they are made to feel.

You will be required take and pass on messages, make and record appointments for clients, provide information about your salon, process client payments and be able to maintain confidentiality throughout.

This unit is suitable for hair, barbering, beauty, spa and nail salons.

Level

2

Credit value

3

GLH

24

Observation(s)

3

External paper(s)

0



Salon reception duties

Learning outcomes

On completion of this unit you will:

1. Be able to carry out reception duties
2. Be able to book appointments
3. Be able to deal with payments

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
4. *Range*
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to carry out reception duties

You can:

- a. Deal with a variety of enquiries
- b. Communicate and behave in a professional manner
- c. Identify the nature of the enquiry
- d. Maintain appropriate levels of reception stationery
- e. Maintain a hygienic and tidy reception area

** May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



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Outcome 2

Be able to book appointments

You can:

- a. Schedule appointments to meet with salon policy and client requirements
- b. Confirm and record client appointment details
- c. Deal with confidential information to meet with salon and legal requirements

** May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



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Outcome 3

Be able to deal with payments

You can:

- a. Calculate service costs accurately
- b. Deal with payments for services and/or products to meet with salon policy
- c. Follow security procedures when handling payments

** May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Range

*You must practically demonstrate that you have:

Dealt with all types of client		Portfolio reference
Client with unrealistic expectations		
Angry client		
Confused client		
Client with a complaint		
Responded to all types of enquiry		Portfolio reference
In person		
By telephone		
Electronically		
Dealt with all types of appointment		Portfolio reference
In person		
By telephone		
Recorded all details when making appointments		Portfolio reference
Client's name		
Client's contact details		
Service required		
Estimated price		
Date		
Time		
Member(s) of staff booked for service		

*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.



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*You must practically demonstrate that you have:

Processed all types of payment	Portfolio reference
Cash	
Voucher	
Cheque	
Payment cards	
Dealt with all types of discrepancy	Portfolio reference
Invalid currency	
Invalid payment card	
Incorrect completion of cheque	
Payment disputes	

*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Knowledge



Outcome 1

Be able to carry out reception duties

You can:	Portfolio reference / Assessor initials*
f. Describe procedures for taking messages for a variety of enquiries	
g. State how to communicate and behave within a salon environment	
h. List salon services available, their duration, and cost	
i. Outline the importance of dealing with enquiries promptly and politely	
j. Explain how to deal with enquiries that cannot be dealt with promptly	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.



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Outcome 2

Be able to book appointments

You can:	Portfolio reference / Assessor initials*
d. Describe how to make and record appointments	
e. State the potential consequences of failing to record appointments or messages accurately	
f. State the importance of passing on messages and appointment details to the appropriate colleagues	
g. Outline the legislation designed to protect the privacy of client details	
h. State the possible consequences of a breach of confidentiality	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.



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Outcome 3

Be able to deal with payments

You can:	Portfolio reference / Assessor initials*
d. State how to process different methods of payment	
e. Describe how to deal with problems that may occur with payments	
f. Explain how to keep payments safe and secure	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to carry out salon reception duties

Salon enquiries: Verbal/electronic/paper based, request for information, pass on information, identify client needs (happy client, angry client, dissatisfied client), client complaints (complaints procedures), attention to detail, accurate, legible, timely, abide by data protection/confidentiality.

Identify nature of enquiries: Availability of service, price, personal requirements, retail products, leaflets/information, pay deposit for service, alter appointment, change service, request appointment for friend, add service.

Professional communication in a salon environment: Try to avoid technical language, always respond, consider client confidentiality.

Verbal – speaking (tone of voice, the language you use, how quickly and clearly), questioning (open, closed, probing).

Non-verbal – body language, positive attitude (posture, facial expressions, hand gestures, the distance you stand), listening (be patient, try to understand).

Written – visual aids, magazines, client records.

Professional personal behaviour/ conduct: Follow health and safety practices and procedures, follow salon code of conduct, respect and co-operate with others (team work – be sympathetic, fair, not aggressive), avoid gossip, value

client(s), use appropriate language, maintain confidentiality, uphold a polite, cheerful and friendly manner (friendly facial expressions, open body language, positive attitude), eye contact, sensible behaviour, take pride in work, be punctual, employer and client loyalty.

Professional image: Clothes/uniform (washed/ironed daily), hair (clean, healthy, manageable, off face), personal hygiene (shower daily, clean teeth, fresh breath deodorant, avoid overpowering perfume/ aftershave), workable length clean nails (hair), short clean nails (beauty), minimal jewellery/no jewellery, light fresh make-up, comfortable clean shoes, personal protective equipment (gloves, apron, prevent dermatitis), positive attitude, ready to greet.

Posture and deportment: Adopt correct posture when sitting (back supported, two feet flat on floor), standing (feet, hip distance apart, even weight distribution), lifting/carrying/working methods (to avoid repetitive strain injury).

Reception stationery: Maintain supplies of stationery (professional image, saves time), loyalty cards, vouchers, pens, pencils, appointment book, appointment cards, stapler, message book, salon menu (costs and treatment times).

Maintenance of reception: Fixtures and fittings tidy/cleaned/appropriate sterilised, complete destruction of all



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Outcome 1: Be able to carry out salon reception duties (continued)

living organisms, disinfection (remove contamination from hard surfaces, large work areas, floors and work surfaces), heat or chemical methods, clean retail display, select chair height, replenish information (leaflets, magazines), clean cloakroom facilities.

Procedures for taking messages: Verbal/ via e-mail, request/provide information, attention to detail, accurate, legible, timely, abide by data protection/confidentiality (seal in envelope for delivery).

Salon services: Each salon will vary for price and duration, small salon (cheaper), city salon (more expensive), junior stylist/ therapist (reduced rates), senior stylist (reflected in price).

Hair – cutting, setting, blow-drying, hair-up, colouring, perming, barbering,

Beauty – skin care, waxing, hair removal, nail treatments, make-up, eye treatments, tanning.

Deal with enquiries promptly/politely: Project professional image, avoid confrontation/problems, smooth running of business.

Unable to deal with enquiries promptly: Contingency plan, nominated person to take responsibility/make decision, explanation to enquirer, ensure client aware, pass enquiry back.



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Outcome 2: Be able to book appointments

Methods of recording appointments:

Computerised system, paper based (appointment book).

Scheduling appointments: Availability of staff, requested, level of ability, time allocations, commercial timings for services, salon policy for time allowed for service length, effective use of stylist/therapist time, clear time availability in column, client time constraints, price if prior agreement, agreement from staff if query.

Client information: Name, contact details, date, time, service booked, if deposit taken.

Passing of appointment details to appropriate person: Smooth running of salon, happy staff, valued client, professional image.

Directing messages: Only for intended person, confidentiality, breach (prosecution).

Potential consequences of inaccurate messages/appointments: Confrontation, problems, unprofessional image, poor reputation, impact on business, unhappy staff, de-motivated, stylist/therapist may not be able to accommodate client, client unhappy, stylist/therapist stressed, client may take business elsewhere.

Consequences of failing to record messages correctly: Message not delivered, too late, wrong information, wrong person, create problems.

Privacy protection for client details: Confidentiality, authorisation for use, consent, permission, unable to use information without consent.

Data protection – data protection registrar, confidentiality (privacy), code of practice, security (locked cabinet, security protected electronic), time controlled (appropriate to salon), disposal (sensitive waste), infringement/breach, prosecution (individual/salon).



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Outcome 3: Be able to deal with payments

Calculate service costs correctly:

Calculator/computer/mental calculation/
pencil and paper, confirmation with stylist/
therapist/client, use salon menu, follow
salon policy.

Payment types: Salon security
policy for each method of payment,
salon contingency plan for errors and
discrepancies (fraudulent monies, payment
card declined, voucher out of date, stolen
card, insufficient funds, incorrect gender).

Cash – confirmation legal tender, place
received cash in holder until correct change
given.

Debit/credit card – confirmation card
belongs to card holder, clarification of
debit amount, valid card (expiry date),
check signatures, card tender follow card
machine process, avert eyes (pin number),
give copy of transaction.

Loyalty card – instead of payment, clarify
authentic, salon procedure, retail card.

Gift voucher – instead of payment, clarify
authentic, salon procedure, retail voucher.

Salon security for handling payments:

Till closed/locked when unattended, key
holder, staff pin number, staff safety, end
of business day procedures, two members
of staff for cashing up, empty till, leave till
open overnight, bank/safe money, money
in transit.

Notes

Use this area for notes and diagrams



UV20490

Display stock to promote sales in a salon

In this unit you will learn how to create an eye-catching display using promotional materials, equipment and stock from your salon. Through careful planning, preparation and maintenance of your display, you will learn how to promote your salon and increase sales of services and retail products. You must follow safe working practices during the assembly and dismantling stages of the display.

This unit is suitable for hairdressing, barbering, nail and beauty salons and spas.

Level

2

Credit value

3

GLH

24

Observation(s)

2

External paper(s)

0



Display stock to promote sales in a salon

Learning outcomes

On completion of this unit you will:

1. Be able to prepare a display area
2. Be able to maintain and dismantle the display area

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least two occasions**.
4. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
5. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes must be achieved.
6. *External paper*
There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

There are no range statements that apply to this unit.



Observations

Outcome 1

Be able to prepare a display area

You can:

- a. Select the materials, equipment, and stock to use
- b. Determine the location of the display to maximise its impact
- c. Assemble the display carefully and safely
- d. Label the displayed products clearly, accurately and in a manner consistent with legal requirements

** May be assessed through oral questioning.*

Observation	1	2	<i>Optional</i>
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



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Outcome 2

Be able to maintain and dismantle a display area

You can:

- a. Maintain the display area for the duration of the display period
- b. Dismantle the display, restore the area and return stock to storage

* May be assessed through oral questioning.

Observation	1	2	<i>Optional</i>
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Knowledge



Outcome 1

Be able to prepare a display area

You can:	Portfolio reference / Assessor initials*
e. State the purpose of the display	
f. List the type of information required in order to plan the display effectively	
g. State how the location and design of a display can attract attention and increase sales	
h. Describe how the location and design of related promotional materials can influence the effectiveness of a display	
i. Describe safety considerations when assembling a display	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.



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Outcome 2

Be able to maintain and dismantle a display area

You can:	Portfolio reference / Assessor initials*
c. Describe the maintenance needs of a promotional display	
d. Outline the safety considerations when dismantling a display, disposing of materials and returning stock to storage	
e. Explain the key legal requirements affecting a display and the sale of goods	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to prepare a display area

Suitable materials, equipment, products and stock used for displays:

Materials – paper, card, tissue paper, ribbon, cotton/string, display stand, material, textiles, objects, props, accessories, literature (posters, leaflets), decorations.

Equipment – hair dryers, tongs, straighteners, range of brushes/combs, manicure/pedicure sets, clippers, eyelash curlers.

Beauty products – selection of make-up (eye shadows, mascaras, blushers, face powders), make-up brushes, beauty accessories, range of beauty creams/oils, range of nail varnish, treatment packages, gift sets.

Hairdressing and barbering products – range of shampoos and conditioners, intensive conditioning treatments, styling products (mousse, gel, serum, styling crème, wax, oil, protective sprays), finishing products (hair spray, gel spray, shine spray), excess stock, gift sets, hair accessories, small jewellery.

Positioning of display: Create the most impact, inside/outside salon, visually eye-catching, locations (window, reception area, salon area, work stations, on the wall, TV screens, fixed glass cabinets, shelving), security (lockable).

The impact of an eye-catching display: Target audience, seasonal opportunities,

suitability, meet client needs/expectations, draw in new clients, introduce new products/new service(s), new stylist to salon, promote existing staff/services.

How to create a display:

Where – focal point, placement of items, pleasing to the eye, eye-catching, eye to be drawn to centre of display.

Theme for your display – new product, time of year (Christmas, Easter, summer holiday), public occasion, money-off promotion.

Other resources used to enhance a display – paper, card, tissue paper, ribbon, cotton/string, material, textiles, objects, props, accessories, promotional literature (leaflets, posters).

Safety requirements when creating a display – do not overstretch, correct use of step ladder, ask for assistance for heavy items.

Salon health and safety legislation and regulations: Data protection, electricity at work, employers' liability (compulsory insurance), fire precautions, first aid at work, health and safety at work, local government miscellaneous provisions, occupiers' liability, local by-laws (set by council), salon rules, code of conduct, observance by all staff.

Label displayed products: Clear, accurate, neat, state name/nature of product, price, special offers, discount,



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Outcome 1: Be able to prepare a display area (continued)

suitability, do not exaggerate features/benefits, only use manufacturer's instructions.

Planning of a display:

Purpose of the display – make you stop and look, eye-catching, colourful, shocking, breathtaking, thought provoking, promotion of service/product.

Target audience – existing, new clients, stylists, passers-by.

Members of staff involved – salon owner, manager, senior stylist, technician, sales representatives.

Meetings to decide – plan, designs, mood board, quantity being displayed, timescale for stock orders, knowledge of promotional items, length of time of the display, short/long term, lighting, likely implications (cost, time, stock, resources, space, possibilities of theft).

Promotional materials: Posters, leaflets, samples, photos, gift boxes, vouchers, DVDs, special offers.

Purpose of promotional materials: Take away, read, clarify, outline features and benefits, supplied by company/wholesaler, look professional, boost salon/company image.

How to follow safe and hygienic working practices:

Maintaining a safe salon – clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/sterilise/disinfect tools, equipment and work surfaces, no

smoking, eating, drinking or drugs in the salon, maintain professional personal hygiene.

Personal protective equipment – wear protective equipment, avoid latex, powdered gloves, apron.

Electricity at work – visual check of equipment, no trailing wires, portable appliance testing.

Manual handling – moving stock safely, lifting, working heights, unpacking.

Towels – wash regularly, clean for every client, place dirty towels in covered bin.

Reporting of injuries, diseases and dangerous occurrences – accident book, reporting diseases, log accidents.

Control of substances hazardous to health – store, handle, use, dispose, replace lids, ventilation for vapour and dust, avoid overexposure to chemicals, use manufacturers' instructions for use.

Disposal of waste – sharps box, closed top bin, dilute chemicals with running water, environmental protection, salon policies for hazardous waste, single use items, recycle empties.

Product storage – check end date/packaging, store away from heat/damp/direct sunlight, empties, avoid theft.



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Outcome 2: Be able to maintain and dismantle a display area

Maintenance of the display: Keep clean, tidy, restock, report problems, report faulty products/equipment/theft.

Duration of display: Timely to event/promotion, short/long term, seasonal, in line with national events.

Dismantling of display: Disassemble display/products, check resources for tampering, clean packaging, return resources to stock, update stock sheets, return materials/equipment to relevant people/department, store for re-use, recycle if possible.

Legal requirements affecting the display and sale of goods and services:

Sale of goods – legislation that deals with the contract between a retailer and the consumer, relating to products and equipment.

The retailer – has a responsibility to sell best quality goods that are not defective in any way, refund the money for a purchase if it is found to be defective (offer an exchange of goods if there is no receipt), make a complaint to the supplier.

The three main points – goods must be in a saleable condition, fit for purpose and not faulty, and as described.

The supply of goods and services – legislation that deals with traders' obligations towards the consumer and their legal rights.

Refund for goods bought – this allows the consumer to claim some, or all of the money paid for goods.

Services – the person or trader providing

a service must charge a reasonable price, provide the service within a reasonable time, with care and skill.

UV20492

Promote products and services to clients in a salon

Through this unit you will develop a sound knowledge of the products and services offered in your salon. You will learn how to promote these products and services by providing accurate information, describing the benefits and features to your clients, being able to identify buying signals, secure an agreement and close a sale.

This unit is suitable for hairdressing, barbering, nail and beauty salons and spas.

Level

2

Credit value

3

GLH

28

Observation(s)

3

External paper(s)

0



Promote products and services to clients in a salon

Learning outcomes

On completion of this unit you will:

1. Be able to promote products and services to clients

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
4. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
5. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes must be achieved.
6. *External paper*
There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

There are no range statements that apply to this unit.



Observations

Outcome 1

Be able to promote products and services to clients

You can:

- a. Establish the client's requirements
- b. Introduce services and/or products to the client at a suitable time
- c. Give accurate and relevant information to the client
- d. Identify buying signals and interpret the client's intentions correctly
- e. Secure an agreement with the client
- f. Close the sale
- g. Identify services and/or products to meet the requirements of the client

** May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Knowledge



Outcome 1

Be able to promote products and services to clients

You can:	Portfolio reference / Assessor initials*
h. Describe the benefits to the salon of promoting services and products to the client	
i. Describe the listening and questioning techniques used for promotion and selling	
j. Explain the terms 'features' and 'benefits' as applied to services or products	
k. Describe the principles of effective face to face communication	
l. State the importance of effective personal presentation	
m. State the importance of good product and service knowledge	
n. Describe how to interpret buying signals	
o. Outline the stages of the sale process	
p. Explain the legislation that affects the selling of services and products	
q. Describe methods of payment for services and products	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to promote products and services to clients

Client requirements: Client wishes, needs, requirements, lifestyle, time, hair/skin condition, expectations, service, features (characteristic) and benefits (advantage).

Opportunities for introducing services/products: At reception, during consultation, during service, after service, e-mail/post/text, promotional events (launch parties, shows, charity events).

Provide accurate and relevant information: Verbal or written (promotional material), demonstrate use of products, price lists, opening times, services offered (including other sectors).

Secure an agreement: Verbal or written, signing a contract, disclaimer, paying a deposit, making appointment, on the telephone, when purchasing retail products, payment, before, during and after service.

Closing of a sale: Exchange of goods for payment, payment methods (cash, cheque, visa, credit/debit card, vouchers), give change if necessary, print and issue receipt.

Interpret buying signals: Client showing interest/no interest, asking questions, request for information (price, availability, availability of appointments), making appointments, verbal agreement.

Range of suitable services for clients:

Women's services – consultation,

shampooing, conditioning treatments, cutting, colouring, perming, hair extensions, colour correction, blow drying, setting, styling and dressing.

Men's services – consultation, hair cutting, facial hair cutting, shaving, styling, colouring, plaiting, perming, hair extensions, colour correction.

Beauty treatments – consultation, massage (including holistic, aromatherapy, Indian head, reflexology, half/full body), tanning, make-up, manicure, pedicure, facials, electrolysis, waxing.

Range of suitable products for clients:

Beauty products – selection of make-up (eye shadows, mascaras, blushers, face powders), make-up brushes, beauty accessories, range of beauty creams/oils, range of nail varnishes, treatment packages, gift sets.

Hairdressing and barbering products – range of shampoos and conditioners, intensive conditioning treatments, styling products (mousse, gel, serum, styling crème, wax, oil, protective sprays), finishing products (hair spray, gel spray, shine spray), excess stock, gift sets, hair accessories, small jewellery.

Benefit to the salon of promoting services and products: Increases salon turnover, commission, professional image, encourages clients to use quality products, encourages clients to return to the salon,



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Outcome 1: Be able to promote products and services to clients (continued)

increases client confidence, increases sales in other areas, shows motivation, passion and enthusiasm.

Professional communication used for promoting services/products: Try to avoid technical language, always respond, consider client confidentiality.

Verbal – speaking (tone of voice, the language you use, how quickly and clearly), questioning (open, closed, probing).

Non-verbal – body language, positive attitude (your posture, facial expressions, hand gestures, the distance you stand), listening (be patient, try to be understanding).

Written – visual aids, magazines, client records.

Questioning – open, closed, probing.

Listening – be patient, express trust, be supportive, make sense of what has been said, respond.

Features and benefits of services and products:

Features – the quality or characteristic of a service or product (service should compliment client, products made in both salon/retail size bottles).

Benefits – the advantage of using a product on skin/hair.

Promoting a professional image in a salon: Set the standards, walking advert, present an approachable appearance, be ready to lend a hand (willing nature), take on a caring and friendly attitude, possess the expected level of skill, be easy to

talk to, hold a good posture, pay special attention to clients, meet salon dress code and salon codes of conduct, ensure salon is clean, warm and tidy, ensure good team work, professional client consultations, and client hospitality and care.

The importance of good product and service knowledge: Professional image, instils confidence, improved aftercare advice, customers promote salon, increase in customers returning and profits.

Stages of the sale process:

Services – consultation, information provided, questioning, availability, suitability, payment pre-/post-service, exchange of monies, change, receipt given, thank customer for business.

Products – peruse, look, feel, read information, question, advice, price, availability, exchange of monies for product, change, receipt given, thank client for business.

Salon health and safety legislation and regulations: Health and safety at work, control of substances hazardous to health, reporting of injuries, diseases and dangerous occurrences, personal protective equipment, electricity at work, manual handling, supply of goods and services, trade description, data protection, employers' liability (compulsory insurance), occupiers' liability, local by-laws (set by council), salon rules, code of conduct, observance by all staff.



Outcome 1: Be able to promote products and services to clients (continued)

Legal requirements affecting the sale of products and services:

Sale of goods – legislation that deals with the contract between a retailer and the consumer, relating to products and equipment.

The retailer – has a responsibility to sell best quality goods that are not defective in any way, refund the money for a purchase if it is found to be defective (offer an exchange of goods if there is no receipt), make a complaint to the supplier.

The three main points – goods must be in a saleable condition, fit for purpose (not faulty), and as described.

The supply of goods and services – legislation that deals with a trader's obligation towards the consumer and their legal rights.

Refund for goods bought – this allows the consumer to claim some, or all of the money paid for goods.

Services – the person or trader providing a service must charge a reasonable price, provide the service within a reasonable time, with care and skill.