

10Title:	Communication in Hair and Beauty
Level:	Entry Level 3
Credit Value	1
GLH	10
Unique Reference Number:	H/650/7264
Aim:	The aim of this unit is to provide learners with the knowledge and skills to apply own communication skills effectively in a hair and beauty environment. Learners will also understand why communication skills are important and how to develop communication skills.
Assessment	An NOCN assessment booklet has been produced which may be used to evidence all learning outcomes.
Learning outcomes	
<i>The learner will:</i>	
1. Know communication skills needed in a workplace.	
Delivery content:	
The aim of this learning outcome is to provide the learners with knowledge to recognise which areas of working in hair and beauty require communication skills.	
The learner must:	
<ul style="list-style-type: none"> • List tasks which need communication skills in a workplace. • Outline why communication skills are important. 	
2. Be able to identify own communication skills that need to be developed for a workplace.	

<p>Delivery content:</p> <p>The aim of this learning outcome is to provide the learners with knowledge to understand how to develop own communication skills in a hair and beauty workplace.</p> <p>The learner must:</p> <ul style="list-style-type: none"> • Outline the communication skills needed in a hair and beauty role. • List own communication skills that need to be developed. • Give examples of how communication skills are to be developed. • Participate in activities to develop own communication skills in a workplace, as directed. 	
<p>3. Know about client confidentiality and types of information stored in a salon.</p>	
<p>Delivery content:</p> <p>The aim of this learning outcome is to provide the learners with knowledge of customer confidentiality in a salon environment.</p> <p>The learner must:</p> <ul style="list-style-type: none"> • Give examples of information stored by a salon. • Outline why some types of information cannot be shared. 	
<p>Scope of Training</p> <p>The Scope of Training identifies areas that must be covered during the delivery of this unit. This is the minimum that is expected but tutors are expected to include other areas, knowledge of which will benefit their learners, based on location, types of work available and from the tutors own professional experience.</p> <p>Scope of Assessment</p> <p>The Assessment Workbook is available from NOCN. Alternatively, centres may submit their own evidence.</p>	
<p>Requirements</p>	
<p>Communication skills</p>	<ul style="list-style-type: none"> • Verbal skills • Non-verbal skills • Written communication skills
<p>How communication skills are developed</p>	<ul style="list-style-type: none"> • Asking open/closed questions • Listening to the client or colleagues • Maintaining positive body language in the salon • Writing/typing information as required



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Activities	<ul style="list-style-type: none">• Booking appointments• Greeting clients• Recommending products• Taking messages
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