

# An introduction to the hair and beauty sector 3001

# Knowledge organiser 115

## Electricity at Work Regulation

Check every 6 months to a year

Check plug before use

Check the dryer has a filter

Check the cable

Do not touch with wet hands



Label, report & remove faulty equipment

Make sure the appliance has been PAT tested

Check the temperature

Store in a safe place

Un-plug when not in use

## COSHH (Control of Substances Hazardous to Health)

Store

Handle

Use

Dispose of

Following manufactures instructions, salons policies & local council by laws



Know your COSHH Warning Symbols	
<p><b>Meaning: Very Toxic</b> Substances which if inhaled, ingested or absorbed through the skin can cause extreme serious chronic health risks or death.</p>	<p><b>Meaning: Harmful</b> Substances which if inhaled, ingested or absorbed through the skin can cause limited health risks.</p>
<p><b>Meaning: Toxic</b> Substances which if inhaled, ingested or absorbed through the skin can cause death or acute or chronic damage to health.</p>	<p><b>Meaning: Irritant</b> Non-corrosive substances which through immediate, prolonged or repeated contact with the skin can cause inflammation.</p>
<p><b>Meaning: Highly Flammable</b> Substances either gaseous or solid which may readily catch fire in contact with air without any application of energy or liquids having a flash point of equal to or less than 21 degrees Celsius.</p>	<p><b>Meaning: Corrosive</b> Substances which, on contact with living tissues, may destroy them.</p>
<p><b>Meaning: Flammable</b> Substances having a flash point equal to or greater than 21 degrees Celsius and less than or equal to 55 degrees Celsius.</p>	<p><b>Meaning: Explosive</b> Substances which upon heating, explode when partially confined.</p>
	<p><b>Meaning: Oxidising</b> Substances which give rise to a highly exothermic reaction when in contact with other substances, particularly flammable ones.</p>

## PPE (Personal Protective Equipment)

Towel, gown, plastic cape

Gloves & apron

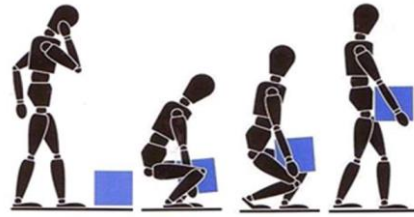


## Data Protection Act



Collecting and storing client and staff data safely. Store in a safe place. Destroy when not needed

## Manual Handling Operations Regulation



Moving objects safely without injuring your self

## Trades Description Act



You must not tell the client incorrect information about products prices and services

## Fire Precaution Work Place Regulation

Follow fire evacuation procedures

## Provision and use of work equipment

Make sure broken equipment is replaced



Reporting of Injuries, Diseases and Dangerous Occurrences Regulation



Health and Safety First Aid Regulation  
Well stocked first aid box

## Sterilisation complete destruction of all microscopic life on a surface

Barbicide chemical method of sterilising



Steam method of sterilising

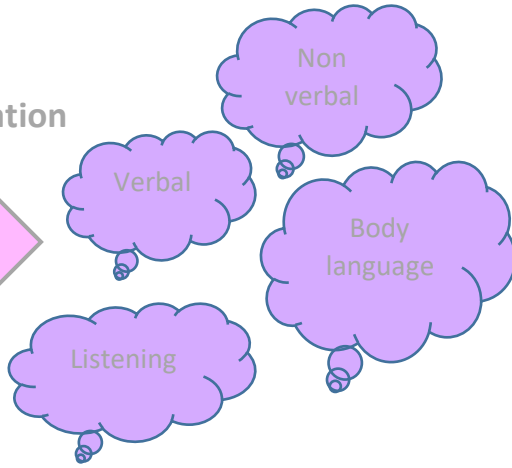


UV light method of



# Communication

Forms of communication

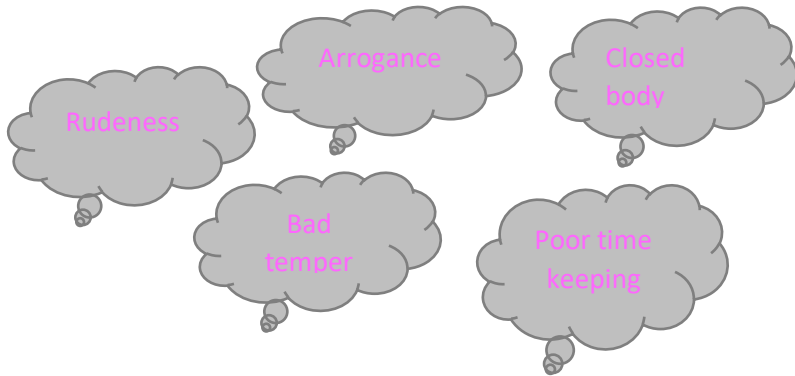


TORSO	ARMS	HANDS AND FINGERS	FEET AND LEGS
<b>LEAVING ARMS FROM SOMEONE:</b> Means no desire to disagree with them.	<b>FINGERTIPS SPREAD AND SET ON A SURFACE:</b> A display of confidence and authority.	<b>THUMB UP:</b> A good indication of positive thoughts.	<b>POSSING/SHAKING FEET:</b> Indicates discomfort.
<b>LEARNING TOWARD SOMEONE:</b> Means no like or agree with them.	<b>ARM(S) STRETCH:</b> A sign of comfort because a territorial or dominance display when there are serious issues being discussed.	<b>STEERING:</b> (Opposite to consent) A powerful display of confidence.	<b>CROSSING LEGS:</b> Indicates we are comfortable.
<b>SLURPING OUT:</b> A sign of comfort because a territorial or dominance display when there are serious issues being discussed.	<b>CROSSED ARMS:</b> Suddenly crossing arms tightly is a top of discomfort.	<b>ARMS BEHIND THE BACK:</b> Says "don't draw near" - warns people to keep away.	<b>NECK TOUCHING:</b> Indicates emotional discomfort, doubt or insecurity.
			<b>THE POINTS UPWARD:</b> Signals a good mood.

Adapting communication



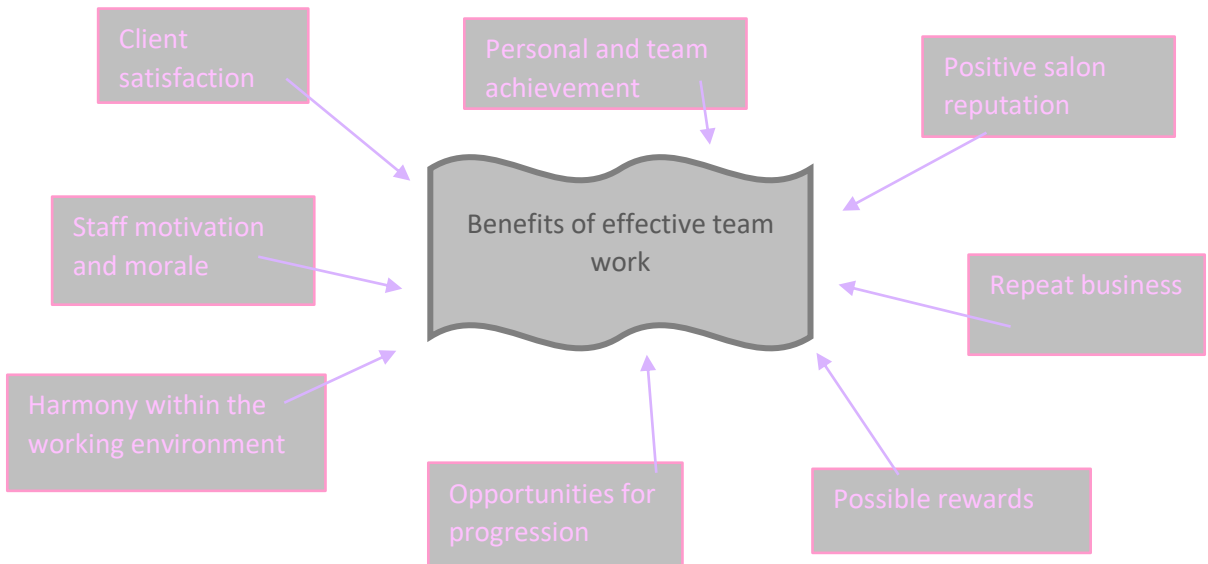
Negative attitudes and behaviours



Problems that occur



Refer to the manager



**Job role: the job a person does each day**



<b>Styling hair</b>	<b>Facial treatments</b>
<b>Colouring services</b>	<b>Pedicure</b>
<b>Hair extensions</b>	<b>Manicure</b>
<b>Cutting</b>	<b>Lash &amp; brow treatments</b>
<b>Perming</b>	<b>Tanning</b>
	<b>Makeup application</b>



**Job responsibilities: the Health and Safety of a job**

<b>Sterilising tools</b>	<b>Keeping work area tidy</b>
<b>Consultation</b>	<b>Skin testing</b>
<b>CPD training courses</b>	<b>Check electrical equipment</b>