

# 307

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## Human resource management

This unit will help you to develop an understanding of human resources management in the hair and beauty sector. Within this unit you will be covering relevant employment legislation and rights and responsibilities. You will understand the importance of a contract of employment, health and safety, Continual Professional Development (CPD), and training opportunities. This unit will be valuable to all those working in the hair and beauty sector who wish to work at management level or run their own business.

# Assignment mark sheet

## Unit 307 Human resource management

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to claim a grade. For the practical task a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.

What you must know	Tick when complete
Task 1a: research and produce a report	
Task 1b: research and produce a report	
<b>Or</b> tick if covered by an online test	

What you must do	Grade	Points
Task 2: demonstration		
<b>Overall grade</b>		

Candidate name:

Candidate signature: Date:

Assessor signature: Date:

Quality assurance co-ordinator signature (where applicable): Date:

External Verifier signature (where applicable): Date:



Image courtesy of iStockphoto.com/fatihhocafatihoca

## What does it mean?

### Some useful words are explained below

#### Advice on employment issues

You can seek advice from the Citizens Advice Bureau, trade unions, a private solicitor, or a training provider (if under a government funded training scheme).



#### Appraisal

This is a method by which the job performance of an employee is evaluated (generally in terms of quality, quantity, cost, and time). This is normally conducted by the manager or supervisor.



#### Confidentiality

All employers have a duty to their staff and customers to maintain confidentiality relating to their personal details. All employees are responsible for adhering to and maintaining the salon's confidentiality. Confidentiality is a legal requirement under the Data Protection Act.



#### Continual Professional Development (CPD)

Keeping your skills and knowledge in your chosen profession up to date, by attending courses, workshops, lectures, etc.



#### Contract of employment

A contract of employment must be issued within eight weeks of starting employment. The new employee will agree to the terms of employment and the conditions on which the job is accepted, and will sign their contract.

#### Data Protection Act

This is information held on a computer about people. Information stored must be accurate and treated as confidential. There should be no threats to people of misuse of the information. People have the legal right to access their information if they request it.

#### Disability Discrimination Act

This protects people and makes it unlawful to discriminate against a person with a disability on the grounds of his or her disability. This is in relation to recruitment, promotion, training, benefits, or terms and conditions of employment and dismissal.

#### Employee's basic rights and responsibilities

The law protects employees from harassment, bullying, or any type of discrimination at work. Employers may be taken to court if they do not adhere to the law.

#### Employment Act

Covers the right to have statutory leave and pay for maternity/paternity.

#### Employment Relations Act

Employees have a right to join a trade union. Part-time workers are allowed the same rights as full-time workers.

## What does it mean?

### Some useful words are explained below (continued)

#### Employment tribunals

Employment tribunals deal with legal disputes in the workplace. They hear cases involving employment disputes that have not been resolved by other means.



#### Equal Pay Act

Employers must pay the same rate to men and women for doing the same job of equal value.

#### Habia

Habia is the Hair and Beauty Industry Authority. It is the government appointed standards setting body for hair, beauty, nails, spa therapy, barbering and African type hair, and creates the standards that form the basis of all qualifications.



#### Job description

This is a list of the general duties of a role. It may often include the position that the employee reports to, and specifications such as the qualifications or skills needed by the person in the job.



#### Maternity leave

As an employee, you have the right to 26 weeks of Ordinary Maternity Leave and 26 weeks of Additional Maternity Leave, making one year in total. The combined 52 weeks is known as Statutory Maternity Leave.



#### Minimum wage

The National Minimum Wage (NMW) is a minimum amount per hour that workers in the UK are entitled to be paid.



#### Race Relations Act

Protects people from discrimination on the grounds of colour, race, nationality or ethnic origins.

#### Sex Discrimination Act

Protects anyone against discrimination based on their sexuality.

#### The Working Time Regulations

This was introduced by the EU (European Union) in order to protect employees from long working hours that would result in a safety hazard due to fatigue.

## What you must know

### You must be able to:

- 1 Describe the purpose of job descriptions
- 2 Describe the purpose of contracts employment
- 3 State methods of employment options
- 4 Explain relevant employment legislation, rights and responsibilities
- 5 Identify a range of ICT applications that can be used in the hair and beauty sector
- 6 Explain how to communicate in a professional manner
- 7 State the cost implications of staff
- 8 Describe the methodology of retaining staff
- 9 Describe the function of industry associations

#### Revision tip

There is a broad range of working patterns available within hair and beauty industries. These include full-time, part-time, permanent, temporary and self employed.



Be the next ...  
*Ben Dellicompagni*



Ben Dellicompagni is Managing Director of Francesco Group, which boasts 30 salons and two Academies of Excellence, with plans to expand across the whole of the UK. Follow the blue quote marks for his tips on human resource management!

Varied communication skills are needed to carry out a demonstration. You will need to use open body language, project your voice and use a clear tone, smile and look happy.



Top quality management involves continuous monitoring.

# Human

Benchmarking measures the standards of your performance against the performance of others doing similar work.



It is always good to get feedback from the audience after your demonstration, so you can evaluate your performance.

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To create a motivated, focused team requires a lot of hard work, but the very best salons have stringent systems for the successful development of all their people.

An employee's past performance is examined and future goals are set at an appraisal.



Assisting a stylist will help your own continued professional development.

# resources

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*Be aware of employment law, and have the right systems in place, so that the individual and the manager have a basis to manage, and a fair process in place to deal with any issues.*

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Increasing performance by strengthening relationships in the workplace can be achieved with team building.

# What you must do

## Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with **\***.

- 1 Produce a plan for the demonstration \*
- 2 Select the appropriate environment and materials required for the demonstration
- 3 Prepare support materials including ICT and handouts \*
- 4 Identify the audience for the demonstration
- 5 Prepare the environment prior to the start of the demonstration
- 6 Demonstrate good communication skills in the delivery of the demonstration \*
- 7 Include a variety of demonstration methods during the demonstration \*
- 8 Include an introduction and summary in the demonstration
- 9 Invite and receive feedback from the audience

Totals

Grade

Candidate signature and date

Assessor signature and date

### Conversion chart

Grade	Marks
Pass	9–10
Merit	11–14
Distinction	15–17

Demonstration		
1	2	3
1		
1	2	3
1		
1		
1	2	3
1	2	3
1		
1		



*Setting performance levels and managing expectations are vital, and rely on an effective appraisal system linked to training and development.*



## What you must do

### Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with \* on the previous page.

	1 mark	2 marks	3 marks
<b>1</b> <b>Produce a plan for the demonstration</b>	A simple plan giving basic details of the demonstration.	A clear plan with timings, materials and equipment required, the use of support materials, and the basic objectives to be achieved	A comprehensive plan for the demonstration giving detailed timings, materials and equipment required, the use of support materials, methods of demonstration, objectives to be achieved and methods to achieve the objectives
<b>3</b> <b>Prepare support materials including ICT and handouts</b>	Limited use of support materials to enhance the delivery of the demonstration	Good use of support materials to enhance the delivery of the demonstration and the achievement of the objectives; provides material for participants' future reference	Excellent use of a wide variety of support materials including the use of ICT to maintain audience interest and attention and improve the quality of the delivery of the demonstration and the achievement of the objectives, provides material for future reference
<b>6</b> <b>Demonstrate good communication skills in the delivery of the demonstration</b>	Limited use of communication skills to ensure engagement of the participants in the demonstration	Good use of communication skills to engage the participants and encourage involvement, shows evidence of understanding and achievement of the objectives	Excellent use of communication skills to engage and interact with the participants, giving clear evidence of involvement, understanding and achievement of the objectives
<b>7</b> <b>Include a variety of demonstration methods during the demonstration</b>	Uses limited demonstration methods to engage the participants	Uses several methods of demonstration to engage the interest of the participants to ensure the achievement of the objectives	Uses a wide and appropriate range of demonstration methods to engage with the participants to ensure the achievement of the objectives

## Comment form

# Unit 307 Human resource management

This form can be used to record comments by you, your client, or your assessor.

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### Revision tip

In order to retain staff, it is important to fulfil their needs. Some of the more important needs for staff are: incremental pay, commission, pension, safe and health working environment, good working practices, CPD and training opportunities, and achievable targets.





Image courtesy of L'Oréal Professionnel