

**THE REPUBLIC OF KENYA**

**NATIONAL OCCUPATIONAL STANDARDS**

**FOR**

**BEAUTY THERAPY OPERATIONS MANAGER**

**LEVEL 6**



TVET CDACC

P.O. BOX 15745-00100

NAIROBI

First Published 2018

© 2018, TVET CDACC

All rights reserved. No part of these Occupational Standards may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods without the prior written permission of the TVET CDACC, except in the case of brief quotations embodied in critical reviews and certain other non-commercial uses permitted by copyright law. For permission requests, write to the Council Secretary/CEO, at the address below:

**Council Secretary/CEO**

**TVET Curriculum Development, Assessment and Certification Council**

**P.O. Box 15745–00100 Nairobi, Kenya**

**Email:** [**info@tvetcdacc.go.ke**](mailto:info@tvetcdacc.go.ke)

# FOREWORD

The provision of quality education and training is fundamental to the Government’s overall strategy for social economic development. Quality education and training will contribute to achievement of Kenya’s development blueprint, Vision 2030 and sustainable development goals. Reforms in the education sector are necessary for the achievement of Kenya Vision 2030 and meeting the provisions of the Constitution of Kenya 2010.

The education sector had to be aligned to the Constitution of Kenya 2010 and this resulted to the formulation of the Policy Framework for Reforming Education and Training (Sessional Paper No. 14 of 2012). A key feature of this policy is the radical change in the design and delivery of the TVET training. This policy document requires that training in TVET be competency based, curriculum development be industry led, certification be based on demonstration of competence and mode of delivery allows for multiple entry and exit in TVET programmes.

These reforms demand that Industry takes a leading role in curriculum development to ensure the curriculum addresses its competence needs. It is against this background that these Occupational Standards were developed for the purpose of developing a competency-based curriculum for Beauty Therapy Operations Management. These Occupational Standards will also be the bases for assessment of an individual for competence certification.

It is my conviction that these Occupational Standards will play a great role towards development of competent human resource for the Cosmetology sector’s growth and sustainable development.

**PRINCIPAL SECRETARY,**

**VOCATIONAL AND TECHNICAL TRAINING MINISTRY OF EDUCATION**

# PREFACE

Kenya Vision 2030 aims to transform the country into a newly industrializing, “middle-income country providing a high-quality life to all its citizens by the year 2030”. Kenya intends to create a globally competitive and adaptive human resource base to meet the requirements of a rapidly industrializing economy through life-long education and training. TVET has a responsibility of facilitating the process of inculcating knowledge, skills and attitudes necessary for catapulting the nation to a globally competitive country, hence the paradigm shift to embrace Competency Based Education and Training (CBET).

The Technical and Vocational Education and Training Act No. 29 of 2013 and Sessional Paper No. 14 of 2012 on Reforming Education and Training in Kenya, emphasized the need to reform curriculum development, assessment and certification. This called for a shift to CBET in order to address the mismatch between skills acquired through training and skills needed by industry as well as increase the global competitiveness of Kenyan labor force.

The TVET Curriculum Development, Assessment and Certification Council (TVET CDACC), in conjunction with Cosmetology Sector Skills Advisory Committee (SSAC) and Vera Beauty and Fashion College have developed these Occupational Standards for Beauty Therapy Operations Manager.

These standards will be the bases for development of competency-based curriculum for Beauty Therapy Operations Management Level 6.

The occupational standards are designed and organized with clear performance criteria for each element of a unit of competency. These standards also outline the required knowledge and skills as well as evidence guide.

I am grateful to the Council Members, Council Secretariat, Cosmetology SSAC, expert workers and all those who participated in the development of these Occupational Standards.

**CHAIRMAN**

**TVET CDACC**

# ACKNOWLEDGMENT

These Occupational Standards were developed through combined effort of various stakeholders from private and public organizations. I am thankful to the management of these organizations for allowing their staff to participate in this course. I wish to acknowledge the invaluable contribution of industry players who provided inputs towards the development of these Standards.

I thank TVET Curriculum Development, Assessment and Certification Council (TVET CDACC) for providing guidance on the development of these Standards. My gratitude goes to Cosmetology Sector Skills Advisory Committee (SSAC) members for their contribution to the development of these Standards.

My gratitude and appreciation go to Vera Beauty and Fashion College for immense contribution towards the development of these Standards. I also thank all the individuals and organizations who participated in the validation of these Standards.

I acknowledge all other institutions which in one way or another contributed to the development of these Standards.

**CHAIRMAN**

**COSMETOLOGY SECTOR SKILLS ADVISORY COMMITTEE**

# TABLE OF CONTENTS

Contents

[FOREWORD iii](#_Toc67156573)

[PREFACE v](#_Toc67156574)

[ACKNOWLEDGMENT vii](#_Toc67156575)

[TABLE OF CONTENTS viii](#_Toc67156576)

[ABBREVIATIONS AND ACRONYMS x](#_Toc67156577)

[KEY TO UNIT CODE xi](#_Toc67156578)

[OVERVIEW xii](#_Toc67156579)

[BASIC UNITS OF COMPETENCY 1](#_Toc67156580)

[DEMONSTRATE COMMUNICATION SKILLS 2](#_Toc67156581)

[DEMONSTRATE NUMERACY SKILLS 10](#_Toc67156582)

[DEMONSTRATE DIGITAL LITERACY 26](#_Toc67156583)

[DEMONSTRATE ENTREPRENEURIAL SKILLS 37](#_Toc67156584)

[DEMONSTRATE EMPLOYABILITY SKILLS 52](#_Toc67156585)

[DEMONSTRATE ENVIRONMENTAL LITERACY 67](#_Toc67156586)

[DEMONSTRATE OCCUPATIONAL SAFETY AND HEALTH PRACTICES 79](#_Toc67156587)

[CORE UNITS OF COMPETENCY 89](#_Toc67156588)

[CONDUCT NAIL TECHNOLOGY OPERATIONS 90](#_Toc67156589)

[CONDUCT MAKE-UP OPERATIONS 103](#_Toc67156590)

[CONDUCT BODY MASSAGE AND SPA OPERATIONS 116](#_Toc67156591)

[CONDUCT MANICURE AND PEDICURE OPERATIONS 129](#_Toc67156592)

[CONDUCT FACIAL SKIN CARE OPERATIONS 143](#_Toc67156593)

[CONDUCT BODY ART OPERATION 156](#_Toc67156594)

[CONDUCT HAIR REMOVAL OPERATIONS 168](#_Toc67156595)

[MANAGE BEAUTY THERAPY OPERATIONS 180](#_Toc67156596)

# ABBREVIATIONS AND ACRONYMS

BC Basic Competency

BT Beauty Therapy

CR Core Competency

COS Cosmetology

EMCA Environmental Management and

Coordination Act

ICT Information Communication Technology

MoE Ministry of Education

NEMA National Environment Management

Authority

|  |  |
| --- | --- |
| OS | Occupational Standards |
| OSH | Occupation Safety and Health |
| OSHA | Occupation Safety and Health Act |
| OSHS | Occupational Safety and Health Standards |
| PPE | Personal Protective Equipment |
| SSAC | Sector Skills Advisory Committee |
| TVET | Technical and Vocational Education and |

Training

CDACC Curriculum Development

Assessment and Certification Council

WEM Work Environment Measurements Industry or sector

# KEY TO UNIT CODE

**COS/OS/BT/BC/01/6/ A**

Industry or sector

Occupational Standards

Occupational area

Type of competency

Competency number

Competency level

Version control

# OVERVIEW

Beauty Therapy level 6 qualification consists of competencies that an individual must achieve to enable him/her to manage a beauty therapy operations unit and comprises of managing nail technology operations, makeup operations, body massage and spa operations, manicure and pedicure operations, facial skin care operations, body art operations and hair removal operations. It also entails management of beauty therapy operations unit.

The units of competency comprising Beauty Therapy Level 6 qualification include the following:

**BASIC UNITS OF COMPETENCY**

|  |  |
| --- | --- |
| **Unit Code** | **Unit Title** |
| COS/OS/BT/BC/01/6/A | Demonstrate Communication Skills |
| COS/OS/BT/BC/02/6/A | Demonstrate Numeracy Skills |
| COS/OS/BT/BC/03/6/A | Demonstrate Digital Literacy |
| COS/OS/BT/BC/04/ /A | Demonstrate Entrepreneurial Skills |
| COS/OS/BT/BC/05/6/A | Demonstrate Employability Skills |
| COS/OS/BT/BC/06/6/A | Demonstrate Environmental Literacy |
| COS/OS/BT/BC/07/6/A | Demonstrate Occupational Safety and Health Practices |

**CORE UNITS OF COMPETENCY**

|  |  |
| --- | --- |
| **Unit Code** | **Unit Title** |
| COS/OS/BT/CR/01/6/A | Conduct Nail Technology Operations |
| COS/OS/BT/CR/02/6/A | Conduct Make-Up Operations |
| COS/OS/BT/CR/03/6/A | Conduct Body Massage and Spa Operations |
| COS/OS/BT/CR/04/6/A | Conduct Manicure and Pedicure Operations |
| COS/OS/BT/CR/05/6/A | Conduct Facial Skin Care Operations |
| COS/OS/BT/CR/06/6/A | Conduct Body Art Operations |
| COS/OS/BT/CR/07/6/A | Conduct Hair Removal Operations |
| COS/OS/BT/CR/08/6/A | Manage Beauty Therapy Operations Unit |

# BASIC UNITS OF COMPETENCY

## DEMONSTRATE COMMUNICATION SKILLS

**UNIT CODE: COS/OS/BT/BC/01/6/A**

**UNIT DESCRIPTION**

This unit covers the competencies required to demonstrate communication skills. It involves meeting communication needs of clients and colleagues, developing communication strategies, establishing and maintaining communication pathways, conducting interviews, facilitating group discussion and representing the organization.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| 1. Meet communication needs of clients and colleagues | 1. Specific communication needs of clients and colleagues are identified and met based on workplace requirements 2. Different communication approaches are identified and applied according to clients’ needs 3. Conflict is identified and addressed as per the standards of the organization |
| 1. Develop communication strategies | * 1. Strategies for effective internal and external dissemination of information are developed as per organization’s requirements   2. Special communication needs are considered in developing strategies according workplace procedures   3. ***Communication strategies*** are analyzed, evaluated and revised based the workplace needs |
| 1. Establish and maintain communication pathways | * 1. Pathways of communication are established as per organization policy   2. Pathways are maintained and reviewed according to organization procedures |
| 1. Promote use of communication strategies | * 1. Information is provided to all areas of the organization as per strategy requirements   2. Effective communication techniques are articulated and modeled according work requirements   3. Personnel are given guidance about adapting communication strategies as per organization procedures |
| 1. Conduct interview | 1. A range of appropriate communication strategies are employed in ***interview situations*** based on the workplace requirements 2. Records of interviews are made and maintained in accordance with organizational procedures 3. Effective questioning, listening and nonverbal communication techniques are used as per needs |
| 1. Facilitate group discussion | 1. Mechanisms to enhance ***effective group interaction*** are identified and implemented according to workplace requirements 2. Strategies to encourage group participation are identified and used as per organizations’ procedures 3. Meetings objectives and agenda are set and followed based on workplace requirements 4. Relevant information is provided and feedback obtained according to set protocols 5. Evaluation of group communication strategies is undertaken in accordance with workplace guidelines 6. Specific communication needs of individuals are identified and addressed as per individual needs |
| 1. Represent the organization | 1. 7Relevant presentation are researched and presented based on internal or external communication forums requirements 2. Presentation is delivered in a clear and sequential manner as per the predetermined time 3. Presentation is made as per appropriate media 4. Difference views are respected based on workplace procedures 5. Written communication is done as per organizational standards 6. Inquiries are responded according to organizational standard |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Communication strategies may include but not limited to: | * Language switch * Comprehension check * Repetition * Asking confirmation * Paraphrase * Clarification request * Translation * Restructuring * Approximation * Generalization |
| 1. Effective group interaction may include but not limited to: | * Identifying and evaluating what is occurring within an interaction in a nonjudgmental way * Using active listening * Making decision about appropriate words, behavior * Putting together response which is culturally appropriate * Expressing an individual perspective * Expressing own philosophy, ideology and background and exploring impact with relevance to communication |
| 1. Situations may include but not limited to: | * Establishing rapport * Eliciting facts and information * Facilitating resolution of issues * Developing action plans * Diffusing potentially difficult situations |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Communication
* Active listening
* Interpretation
* Negotiation
* Writing

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Communication process
* Dynamics of groups
* Styles of group leadership
* Key elements of communications strategy

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical aspects of Competency | Assessment requires evidence that the candidate:   1. Developed communication strategies to meet the organization requirements and applied in the workplace 2. Established and maintained communication pathways for effective communication in the workplace 3. Used communication strategies involving exchanges of complex oral information |
| 1. Resource Implications | The following resources should be provided:   1. Access to relevant workplace or appropriately simulated environment where assessment can take place 2. Materials relevant to the proposed activity or tasks |
| 1. Methods of Assessment | Competency in this unit may be assessed through:   1. Direct observation 2. Oral questioning 3. Written texts |
| 1. Context of Assessment | Competency may be assessed   1. On-the-job 2. Off-the –job 3. During Industrial attachment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

## DEMONSTRATE NUMERACY SKILLS

**UNIT CODE: COS/OS/BT/BC/02/6/A**

**UNIT DESCRIPTION**

This unit describes the competencies required to demonstrate numeracy skills. It involves; applying a wide range of mathematical calculations for work; applying ratios, rates and proportions to solve problems; estimating, measuring and calculating measurement for work; using detailed maps to plan travel routes for work; using geometry to draw and construct 2D and 3D shapes for work; collecting, organizing and interpreting statistical data; using routine formula and algebraic expressions for work and using common functions of a scientific calculator.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range.*** |
| 1. Apply a wide range of mathematical calculations for work | * 1. Mathematical information embedded in a range of workplace tasks and texts is extracted as per workplace procedures.   2. Mathematical information is interpreted and comprehended as per job specifications   3. A range of mathematical and problem solving processes are selected and used as per job specification   4. Different forms of fractions, decimals and percentages are flexibly used as per SOPs   5. Calculation performed with positive and negative numbers as per SOPs   6. Numbers are expressed as powers and roots and are used in calculations as per SOPs   7. Calculations done using routine formulas as per SOPs   8. Estimation and assessment processes are used to check outcome as per workplace procedures   9. Mathematical language is used to discuss and explain the processes, results and implications of the task as per workplace procedures |
| 1. Use and apply ratios, rates and proportions for work | * 1. Information regarding ratios, rates and proportions extracted from a range of workplace tasks and texts as per SOPs   2. Mathematical information related to ratios, rate and proportions is analysed as per SOPs   3. Problem solving processes are used to undertake the task as per workplace procedures   4. Equivalent ratios and rates are simplified as per SOPs   5. Quantities are calculated using ratios, rates and proportions as per SOPS   6. Graphs, charts or tables are constructed to represent ratios, rates and proportions as per SOPs   7. The outcomes reviewed and checked as per job specifications   8. Information is record using mathematical language and symbols as per workplace procedures |
| 1. Estimate, measure and calculate measurement for work | * 1. Measurement information embedded in workplace texts and tasks are extracted and interpreted as per job specifications   2. Appropriate workplace measuring equipment are identified and selected as per job specifications   3. Accurate measurements are estimated and made as per SOPs   4. The area of ***2D shapes*** including compound shapes are calculated as per SOPs   5. The volume of 3D shapes is calculated using relevant formulas as per SOPs   6. Sides of right angled triangles are calculated using Pythagoras’ theorem as per SOPs   7. conversions are perform between units of measurement as per job specification   8. Problem solving processes are used to undertake the task as per workplace Procedures   9. The measurement outcomes are reviewed and checked as per workplace procedures   10. Information is recorded using mathematical language and symbols appropriate for the task as per workplace procedures |
| 1. Use detailed maps to plan travel routes for work | * 1. Different types of maps are identified and interpreted as per job requirements   2. Key features of maps are identified as per job requirements   3. Scales are identified and interpreted as per job requirements   4. Scales are applied to calculate actual distances   5. Positions or locations are determined using directional information as per job requirements   6. Routes are planned by determining directions and calculating distances, speeds and times as per job requirements   7. Information is gathered and identified and relevant factors related to planning a route checked as per job requirements   8. Relevant equipment is select and checked for accuracy and operational effectiveness as per job requirements   9. Task is planned and recorded using specialized mathematical language and symbols appropriate for the task as per job requirements |
| 1. Use geometry to draw 2D shapes and construct 3D shapes for work | * 1. A range of 2D shapes and 3D shapes and their uses in work contexts is identified as per job specifications   2. Features of 2D and 3D shapes are named and described as per job specifications   3. Types of angles in 2D and 3D shapes are identified as per job specifications   4. Angles are drawn, estimated and measured using geometric instruments as per job requirements   5. Angle properties of 2D shapes are named and identified as per SOPs   6. Angle properties are used to evaluate unknown angles in shapes as per SOPs   7. Properties of perpendicular and parallel lines are applied to shapes as per SOPs   8. Understanding and use of symmetry is demonstrated as per SOPs   9. Understanding and use of similarity is demonstrated as per SOPs   10. The workplace tasks and mathematical processes required are identified as per workplace procedures   11. 2D shapes is drawn for work as per job specification   12. 3D shapes is constructed for work as per job specification   13. The outcomes are reviewed and checked as per workplace procedures   14. Specialized mathematical language and symbols appropriate for the task are used as per SOPs |
| 1. Collect, organize, and interpret statistical data for work | * 1. Workplace issue requiring investigation are identified as per workplace procedures   2. Audience / population / sample unit is determined as per workplace procedures as per workplace procedures   3. Data to be collected is identified as per workplace procedures   4. Data collection method is selected as per workplace procedures   5. Appropriate statistical data is collected and organized as per SOPs   6. Data is illustrated in appropriate formats as per SOPs   7. The effectiveness of different types of graphs are compared as per SOPs   8. The summary statistics for collected data is calculated as per SOPs   9. The results / findings are interpreted as per SOPs   10. Data is checked to ensure that it meets the expected results and content as per workplace procedures   11. Information from the results including tables, graphs and summary statistics is extracted and interpreted as per workplace procedure   12. Mathematical language and symbols are used to report results of investigation as per workplace procedure |
| 1. Use routine formula and algebraic expressions for work | * 1. Understanding of informal and symbolic notation, representation and conventions of algebraic expressions is demonstrated as per SOPs   2. Simple algebraic expressions and equations are developed as per job specification   3. Operate on algebraic expressions as per job requirement   4. Algebraic expressions are simplified as per job requirement   5. Substitution into simple routine equations is done as per SOPs   6. Routine formulas used for work tasks are identified and comprehended as per SOPs   7. Routine formulas are evaluate by substitution as per SOPs   8. Routine formulas transposed as per SOPs   9. Appropriate formulas are identified and used for work related tasks as per workplace procedures   10. Outcomes are checked and result of calculation used as per workplace procedures |
| 1. Use common functions of a scientific calculator for work | * 1. Required numerical information to perform tasks is located as per job specification   2. The order of operations and function keys necessary to solve mathematical calculation are determined as per job specification   3. Function keys on a scientific calculator are identified and used as per SOPs   4. Estimations are referred to check reasonableness of problem solving process as per workplace procedures   5. Appropriate mathematical language, symbols and conventions are used to report results as per workplace procedures |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. 2D shapes may include but not limited may include but not limited to: | * Triangles * Square * Rectangle * Triangle |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Measuring
* Logical thinking
* Computing
* Drawing of graphs
* Applying mathematical formulas
* Analytical

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Types of common shapes
* Differentiation between two dimensional shapes / objects
* Formulae for calculating area and volume
* Types and purpose of measuring instruments
* Units of measurement and abbreviations
* Fundamental operations (addition, subtraction, division, multiplication)
* Rounding techniques
* Types of fractions
* Different types of tables and graphs
* Meaning of graphs, such as increasing, decreasing, and constant value
* Preparation of basic data, tables & graphs

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical aspects of Competency | Assessment requires evidence that the candidate:   1. Developed communication strategies to meet the organization requirements and applied in the workplace 2. Established and maintained communication pathways for effective communication in the workplace 3. Used communication strategies involving exchanges of complex oral information |
| 1. Resource Implications | The following resources should be provided:   1. Access to relevant workplace or appropriately simulated environment where assessment can take place 2. Materials relevant to the proposed activity or tasks |
| 1. Methods of Assessment | Competency in this unit may be assessed through:   1. Observation 2. Oral questioning 3. Written test 4. Portfolio of Evidence 5. Interview 6. Third party report |
| 1. Context of Assessment | Competency may be assessed   1. On-the-job 2. Off-the –job 3. During Industrial attachment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

## DEMONSTRATE DIGITAL LITERACY

**UNIT CODE: COS/OS/BT/BC/03/6/A**

**UNIT DESCRIPTION**

This unit describes competencies required to demonstrate digital literacy. It involves, identifying computer software and hardware, applying security measures to data, hardware, and software in automated environment, applying computer software in solving task, applying internet and email in communication at workplace, applying desktop publishing in official assignments and preparing presentation packages.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| 1. Identify appropriate computer software and hardware | * 1. Concepts of ICT are determined in accordance with computer equipment   2. Classifications of computers are determined in accordance with manufacturers specification   3. Appropriate computer software is identified according to manufacturer’s specification   4. Appropriate computer hardware is identified according to manufacturer’s specification   5. Functions and commands of operating system are determined in accordance with manufacturer’s specification |
| 1. Apply security measures to data, hardware, software in automated environment | * 1. ***Data security and privacy are classified*** in accordance with the prevailing technology   2. ***Security threats*** reidentified ***and control measures*** are applied in accordance with laws governing protection of ICT   3. Computer threats and crimes are detected in accordance to Information Management security guidelines   4. Protection against computer crimes is undertaken in accordance with laws governing protection of ICT |
| 1. Apply computer software in solving tasks | * 1. ***Word processing concepts*** are applied in resolving workplace tasks, report writing and documentation as per the job requirements   2. ***Word processing utilities*** are applied in accordance with workplace procedures   3. Worksheet layout is prepared in accordance with work procedures   4. Worksheet is build and data manipulated in the worksheet in accordance with workplace procedures   5. Continuous data manipulated on worksheet is undertaken in accordance with work requirements   6. Database design and manipulation is undertaken in accordance with office procedures   7. Data sorting, indexing, storage, retrieval and security is provided in accordance with workplace procedures |
| 1. Apply internet and email in communication at workplace | * 1. Electronic mail addresses are opened and applied in workplace communication in accordance with office policy   2. Office internet functions are defined and executed in accordance with office procedures   3. ***Network configuration*** is determined in accordance with office operations procedures   4. Official World Wide Web is installed and managed according to workplace procedures |
| 1. Apply Desktop publishing in official assignments | * 1. Desktop publishing functions and tools are identified in accordance with manufactures specifications   2. Desktop publishing tools are developed in accordance with work requirements   3. Desktop publishing tools are applied in accordance with workplace requirements   4. Typeset work is enhanced in accordance with workplace standards |
| 1. Prepare presentation packages | * 1. Types of presentation packages are identified in accordance with office requirements   2. Slides are created and formulated in accordance with workplace procedures   3. Slides are edited and run in accordance with work procedures   4. Slides and handouts are printed according to work requirements |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Appropriate computer hardware may include but not limited to: | Collection of physical parts of a computer system such as;   * Computer case, monitor, keyboard, and mouse * All the parts inside the computer case, such as the hard disk drive, motherboard and video card |
| 1. Data security and privacy may include but not limited to: | * Confidentiality of data * Cloud computing * Integrity -but-curious data surfing |
| 1. Security and control measures may include but not limited to: | * Counter measures against cyber terrorism * Risk reduction * Cyber threat issues * Risk management * Pass-wording |
| 1. Security threats may include but not limited to: | * Cyber terrorism * Hacking |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Analytical skills
* Interpretation
* Typing
* Communication
* Computing (applying fundamental operations such as addition, subtraction, division and multiplication)
* Using calculator
* Basic ICT skills

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Software concept
* Functions of computer software and hardware
* Data security and privacy
* Computer security threats and control measures
* Technology underlying cyber-attacks and networks
* Cyber terrorism
* Computer crimes
* Detection and protection of computer crimes
* Laws governing protection of ICT
* Word processing;
* Functions and concepts of word processing.
* Documents and tables creation and manipulations
* Mail merging
* Word processing utilities
* Spread sheets;
* Meaning, formulae, function and charts, uses and layout
* Data formulation, manipulation and application to cells
* Database;
* Database design, data manipulation, sorting, indexing, storage retrieval and security
* Desktop publishing;
* Designing and developing desktop publishing tools
* Manipulation of desktop publishing tools
* Enhancement of typeset work and printing documents
* Presentation Packages;
* Types of presentation Packages
* Creating, formulating, running, editing, printing and presenting slides and handouts
* Networking and Internet;
* Computer networking and internet.
* Electronic mail and world wide web
* Emerging trends and issues in ICT;
* Identify and integrate emerging trends and issues in ICT
* Challenges posed by emerging trends and issues

**EVIDENCE** **GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Identified and controlled security threats   2. Detected and protected computer crimes   3. Applied word processing in office tasks   4. Designed, prepared work sheet and applied data to the cells in accordance to workplace procedures   5. Opened electronic mail for office communication as per workplace procedure   6. Installed internet and World Wide Web for office tasks in accordance with office procedures   7. Integrated emerging issues in computer ICT applications   8. Applied laws governing protection of ICT |
| 1. Resource Implications | The following resources should be provided:   * 1. Access to relevant workplace where assessment can take place   2. Appropriately simulated environment where assessment can take place |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Observation   2. Oral questioning   3. Written test   4. Portfolio of Evidence   5. Interview   6. Third party report |
| 1. Context of Assessment | Competency may be assessed   1. On-the-job 2. Off-the –job 3. During Industrial attachment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

## DEMONSTRATE ENTREPRENEURIAL SKILLS

**UNIT CODE : COS/OS/BT/BC/04/6/A**

**UNIT DESCRIPTION**

This unit covers the competencies required to demonstrate understanding of entrepreneurship. It involves demonstrating understanding of an entrepreneur, entrepreneurship, and self-employment, identifying entrepreneurship opportunities, creating entrepreneurial awareness, applying entrepreneurial motivation, developing business innovative strategies and developing business plan.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT** | **PERFORMANCE CRITERIA** |
| 1. Demonstrate understanding of an Entrepreneur | 1. Entrepreneurs and Business persons are distinguished as per principles of entrepreneurship 2. ***Types of entrepreneurs*** are identified as per principles of entrepreneurship 3. Ways of becoming an Entrepreneur are identified as per principles of Entrepreneurship 4. ***Characteristics of Entrepreneurs*** are identified as per principles of Entrepreneurship 5. Factors affecting Entrepreneurship development are explored as per principles of Entrepreneurship |
| 1. Demonstrate understanding of Entrepreneurship and self-employment | 1. Entrepreneurship and self-employment are distinguished as per principles of entrepreneurship 2. Importance of self-employment is analysed based on business procedures and strategies 3. ***Requirements for entry into self-employment*** are identified according to business procedures and strategies 4. Role of an Entrepreneur in business is determined according to business procedures and strategies 5. Contributions of Entrepreneurs to National development are identified as per business procedures and strategies 6. Entrepreneurship culture in Kenya is explored as per business procedures and strategies 7. Born or made Entrepreneurs are distinguished as per entrepreneurial traits |
| 1. Identify Entrepreneurship opportunities | 1. Sources of business ideas are identified as per business procedures and strategies 2. Business ideas and opportunities are generated as per business procedures and strategies 3. Business life cycle is analysed as per business procedures and strategies 4. Legal aspects of business are identified as per procedures and strategies 5. Product demand is assessed as per market strategies 6. Types of ***business environment*** are identified and evaluated as per business procedures 7. Factors to consider when evaluating business environment are explored based on business procedure and strategies 8. Technology in business is incorporated as per best practice |
| 1. Create entrepreneurial awareness | 1. ***Forms of businesses*** are explored as per business procedures and strategies 2. Sources of business finance are identified as per business procedures and strategies 3. Factors in selecting source of business finance are identified as per business procedures and strategies 4. ***Governing policies*** on Small Scale Enterprises (SSEs) are determined as per business procedures and strategies 5. Problems of starting and operating SSEs are explored as per business procedures and strategies |
| 1. Apply entrepreneurial motivation | 1. ***Internal and external motivation*** factors are determined in accordance with motivational theories 2. Self-assessment is carried out as per entrepreneurial orientation 3. Effective communications are carried out in accordance with communication principles 4. Entrepreneurial motivation is applied as per motivational theories |
| 1. Develop innovative business strategies | 1. Business innovation strategies are determined in accordance with the organization strategies 2. Creativity in business development is demonstrated in accordance with business strategies 3. ***Innovative business strategies*** are developed as per business principles 4. Linkages with other entrepreneurs are created as per best practice 5. ICT is incorporated in business growth and development as per best practice |
| 1. Develop Business Plan | 1. Identified Business is described as per business procedures and strategies 2. Marketing plan is developed as per business plan format 3. Organizational/Management plan is prepared in accordance with business plan format 4. Production/operation plan in accordance with business plan format 5. Financial plan is prepared in accordance with the business plan format 6. Executive summary is prepared in accordance with business plan format 7. Business plan is presented as per best practice |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Types of entrepreneurs may include but not limited to: | * Innovators * Imitators * Craft * Opportunistic * Speculators |
| 1. Characteristics of Entrepreneurs may include but not limited to: | * Creative * Innovative * Planner * Risk taker * Networker * Confident * Flexible * Persistent * Patient * Independent * Future oriented * Goal oriented |
| 1. Requirements for entry into self-employment may include but not limited to | * Technical skills * Management skills * Entrepreneurial skills * Resources * Infrastructure |
| 1. Internal and external motivation may include but not limited to: | * Interest * Passion * Freedom * Prestige * Rewards * Punishment * Enabling environment * Government policies |
| 1. Business environment may include but not limited to: | * External * Internal * Intermediate |
| 1. Forms of businesses may include but not limited to: | * Sole proprietorship * Partnership * Limited companies * Cooperatives |
| 1. Governing policies may include but not limited to: | * Increasing scope for finance * Promoting cooperation between entrepreneurs and private sector * Reducing regulatory burden on entrepreneurs * Developing IT tools for entrepreneurs |
| 1. Innovative business strategies may include but not limited to: | * New products * New methods of production * New markets * New sources of supplies * Change in industrialization |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Analytical
* Management
* Problem-solving
* Root-cause analysis
* Communication

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Decision making
* Business communication
* Change management
* Competition
* Risk
* Net working
* Time management
* Leadership
* Factors affecting entrepreneurship development
* Principles of Entrepreneurship
* Features and benefits of common operational practices, e. g., continuous improvement (kaizen), waste elimination,
* Conflict resolution
* Health, safety and environment (HSE) principles and requirements
* Customer care strategies
* Basic financial management
* Business strategic planning
* Impact of change on individuals, groups and industries
* Government and regulatory processes
* Local and international market trends
* Product promotion strategies
* Market and feasibility studies
* Government and regulatory processes
* Local and international business environment
* Relevant developments in other industries
* Regional/ County business expansion strategies

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | 1. Assessment requires evidence that the candidate: 2. Distinguished entrepreneurs and businesspersons correctly 3. Identified ways of becoming an entrepreneur appropriately 4. Explored factors affecting entrepreneurship development appropriately 5. Analysed importance of self-employment accurately 6. Identified requirements for entry into self-employment correctly 7. Identified sources of business ideas correctly 8. GeneratedBusiness ideas and opportunities correctly 9. Analysed business life cycle accurately 10. Identified legal aspects of business correctly 11. Assessed product demand accurately 12. Determined Internal and external motivation factors appropriately 13. Carried out communications effectively 14. Identified sources of business finance correctly 15. Determined Governing policy on small scale enterprise appropriately 16. Explored problems of starting and operating SSEs effectively 17. Developed Marketing, Organizational/Management, Production/Operation and Financial plans correctly 18. Prepared executive summary correctly 19. Determined business innovative strategies appropriately 20. Presented business plan effectively |
| 1. Resource Implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place |
| 1. Methods of Assessment | 1. Written tests 2. Oral questions 3. Third party report 4. Interviews 5. Portfolio of Evidence |
| 1. Context of Assessment | Competency may be assessed   1. On-the-job 2. Off-the –job 3. During Industrial attachment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

## DEMONSTRATE EMPLOYABILITY SKILLS

**UNIT CODE: COS/OS/BT/BC/05/6/A**

**UNIT DESCRIPTON**

This unit covers competencies required to demonstrate employability skills. It involves conducting self-management, demonstrating interpersonal communication, critical safe work habits, leading a workplace team, planning and organizing work, maintaining professional growth and development, demonstrating workplace learning, problem solving skills and managing ethical performance.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| 1. Conduct self-management | 1. Personal vision, mission and goals are formulated based on potential and in relation to organization objectives 2. Emotional intelligence is demonstrated as per workplace requirements. 3. Individual performance is evaluated and monitored according to the agreed targets. 4. Assertiveness is developed and maintained based on the requirements of the job. 5. Accountability and responsibility for own actions are demonstrated based on workplace instructions. 6. Self-esteem and a positive self-image are developed and maintained based on values. 7. Time management, attendance and punctuality are observed as per the organization policy. 8. Goals are managed as per the organization’s objective 9. Self-strengths and weaknesses are identified based on personal objectives |
| 1. Demonstrate interpersonal communication | 1. Writing skills are demonstrated as per communication policy 2. Negotiation and persuasion skills are demonstrated as per communication policy 3. Internal and external stakeholders’ needs are identified and interpreted as per the communication policy 4. Communication networks are established based on workplace policy 5. Information is shared as per communication policy |
| 1. Demonstrate critical safe work habits | * 1. Stress is managed in accordance with workplace policy.   2. Punctuality and time consciousness is demonstrated in line with workplace policy.   3. Personal objectives are integrated with organization goals based on organization’s strategic plan.   4. ***Resources*** are utilized in accordance with workplace policy.   5. Work priorities are set in accordance to workplace goals and objectives.   6. Leisure time is recognized and utilized in line with personal objectives.   7. ***Drugs and substances of abuse*** are identified and avoided based on workplace policy.   8. HIV and AIDS prevention awareness is demonstrated in line with workplace policy.   9. Safety consciousness is demonstrated in the workplace based on organization safety policy.   10. ***Emerging issues*** are identified and dealt with in accordance with organization policy. |
| 1. Lead a workplace team | 1. Performance targets for the ***team*** are set based on organization’s objectives 2. Duties are assigned in accordance with the organization policy. 3. ***Forms of communication*** in a team are established according to organization’s policy. 4. Team performance is evaluated based on set targets as per workplace policy. 5. Conflicts are resolved between team members in line with organization policy. 6. Gender related issues are identified and mainstreamed in accordance workplace policy. 7. Human rights and fundamental freedoms are identified and respected as Constitution of Kenya 2010. 8. Healthy relationships are developed and maintained in line with workplace. |
| 1. Plan and organize work | 1. Work plans are prepared based on activities and budget. 2. Assigned tasks are interpreted and expectations identified as per the workplace instructions. 3. Task occupational safety and health requirements are identified and observed regulations. 4. Work resources are identified, mobilized, allocated and utilized based on organization work plans. 5. Work activities are monitored and evaluated in line with work plans and workplace policy. 6. Work plans are reviewed based on target and available resources. |
| 1. Maintain professional growth and development | * 1. Personal training needs are identified and assessed in line with the requirements of the job.   2. ***Training and career opportunities*** are identified and utilized based on job requirements.   3. Resources for training are mobilized and allocated based organizations and individual skills needs.   4. Licensees and certifications relevant to job and career are obtained and renewed as per policy.   5. Work priorities and personal commitments are balanced and managed based on requirements of the job and personal objectives.   6. Recognitions are sought as proof of career advancement in line with professional requirements. |
| 1. Demonstrate workplace learning | * 1. Learning opportunities are sought and managed based on job requirement and organization policy.   2. Improvement in performance is demonstrated based on courses attended.   3. Application of learning is demonstrated in both technical and non-technical aspects based on requirements of the job   4. Time and effort is invested in learning new skills based on job requirements   5. Initiative is taken to create more effective and efficient processes and procedures in line with workplace policy.   6. New systems are developed and maintained in accordance with the requirements of the job.   7. Awareness of personal role in workplace ***innovation*** is demonstrated based on requirements of the job. |
| 1. Demonstrate problem solving skills | * 1. Creative, innovative and practical solutions are developed based on the problem   2. Independence and initiative in identifying and solving problems is demonstrated based on requirements of the job.   3. Team problems are solved as per the workplace guidelines   4. Problem solving strategies are applied as per the workplace guidelines   5. Problems are analyzed and assumptions tested as per the context of data and circumstances |
| 1. Manage ethical performance | * 1. Policies and guidelines are observed as per the workplace requirements   2. Self-worth and professionalism is exercised in line with personal goals and organizational policies   3. Code of conduct is observed as per the workplace requirements   4. Integrity is demonstrated as per legal requirement |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Drug and substance abuse may include but not limited to: | Commonly abused   * Alcohol * Tobacco * Miraa * Over-the-counter drugs * Cocaine * Bhang * Glue |
| 1. Feedback may include but not limited to: | * Verbal * Written * Informal * Formal |
| 1. Relationships may include but not limited to: | * Man/Woman * Trainer/trainee * Employee/employer * Client/service provider * Husband/wife * Boy/girl * Parent/child * Sibling relationships |
| 1. Forms of communication may include but not limited to: | * Written * Visual * Verbal * Non verbal * Formal and informal |
| 1. Team may include but not limited to: | * Small work group * Staff in a section/department * Inter-agency group |
| 1. Personal growth may include but not limited to: | * Growth in the job * Career mobility * Gains and exposure the job gives * Net workings * Benefits that accrue to the individual as a result of noteworthy performance |
| 1. Personal objectives may include but not limited to: | * Long term * Short term * Broad * Specific |
| 1. Trainings and career opportunities may includes but not limited to | * Participation in training programs * Serving as Resource Persons in conferences and workshops |
| 1. Resource may include may but not limited to: | * Human * Financial * Technology |
| 1. Innovation may include but not limited to: | * New ideas * Original ideas * Different ideas * Methods/procedures * Processes * New tools |
| 1. Emerging issues may include but not limited to: | * Terrorism * Social media * National cohesion * Open offices |
| 1. Range of media for learning may include but not limited to: | * Mentoring * peer support and networking * IT and courses |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Interpersonal
* Communication
* Critical thinking
* Organisational
* Negotiation
* Monitoring
* Evaluation
* Record keeping
* Problem solving
* Decision Making
* Resource utilization
* Resource mobilization

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Work values and ethics
* Company policies
* Company operations, procedures and standards
* Occupational Health and safety procedures
* Fundamental rights at work
* Workplace communication
* Concept of time
* Time management
* Decision making
* Types of resources
* Work planning
* Organizing work
* Monitoring and evaluation
* Record keeping
* Gender mainstreaming
* HIV and AIDS
* Drug and substance abuse
* Professional growth and development
* Technology in the workplace
* Innovation
* Emerging issues

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical aspects of Competency | Assessment requires evidence that the candidate:   * 1. Conducted self-management   2. Demonstrated interpersonal communication   3. Demonstrated critical safe work habits   4. Demonstrated the ability to lead a workplace team   5. Planned and organized work   6. Maintained professional growth and development   7. Demonstrated workplace learning   8. Demonstrated problem solving skills   9. Demonstrated the ability to manage performance ethically |
| 1. Resource Implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place |
| 1. Methods of Assessment | Competency in this unit may be assessed through:   1. Observation 2. Oral questioning 3. Written test 4. Portfolio of Evidence 5. Interview 6. Third party report |
| 1. Context of Assessment | Competency may be assessed   1. On-the-job 2. Off-the –job 3. During Industrial attachment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

## DEMONSTRATE ENVIRONMENTAL LITERACY

**UNIT CODE: COS/OS/BT/BC/06/6/A**

**UNIT DESCRIPTION**

This unit specifies the competencies required to demonstrate environmental literacy. It involves controlling environmental hazard and environmental pollution, demonstrating sustainable resource use, evaluating current practices in relation to resource usage, identifying environmental legislations/conventions for environmental concerns, implementing specific environmental programs, monitoring activities on environmental protection/Programs , analyzing resource use and developing resource conservation plans

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| 1. Control environmental hazard | 1.1 Storage methods for environmentally hazardous materials are strictly followed according to environmental regulations and OSHS.  1.2 Disposal methods of hazardous wastes are followed according to environmental regulations and OSHS.  1.3 ***PPE*** is used according to OSHS. |
| 1. Control environmental Pollution | * 1. Environmental pollution ***control measures*** are implemented in accordance with international protocols.   2. Procedures for solid waste management are observed according Environmental Management and Coordination Act 1999   3. Methods for minimizing noise pollution is complied with based on Noise and Excessive Vibration Pollution and Control Regulations, 2009 |
| 1. Demonstrate sustainable resource use | * 1. Methods for minimizing wastage are complied with based on organizational waste management guide   2. Waste management procedures are employed following principles of 3Rs (Reduce, Reuse, Recycle)   3. Methods for economizing and reducing resource consumption are practiced as per the Constitution of Kenya 2010 Article 69 . |
| 1. Evaluate current practices in relation to resource usage | * 1. Information on resource efficiency systems and procedures are collected and provided as per work groups/sector   2. Current resource usage is measured and recorded as per work group   3. Current purchasing strategies are analyzed and recorded according to industry procedures.   4. Current work processes to access information and data is analyzed following enterprise protocol. |
| 1. Identify environmental legislations/conventions for environmental concerns | 5.1 Environmental legislations/conventions and local ordinances are identified according to the different environmental aspects/impact  5.2 Industrial standard/environmental practices are described according to the different environmental concerns |
| 1. Implement specific environmental programs | 6.1 Programs/Activities are identified according to organizations policies and guidelines.  6.2 Individual roles/responsibilities are determined and performed based on the activities identified.  6.3 Problems/constraints encountered are resolved in accordance with organizations’ policies and guidelines  6.4 Stakeholders are consulted based on company guidelines |
| 1. Monitor activities on Environmental protection/Programs | 7.1 Activities are periodically monitored and Evaluated according to the objectives of the environmental program  7.2 Feedback from stakeholders are gathered and considered in Proposing enhancements to the program based on consultations  7.3 Data gathered are analyzed based on Evaluation requirements  7.4 Recommendations are submitted based on the findings  7.5 Management support systems are set/established to sustain and enhance the program  7.6 Environmental incidents are monitored and reported to  concerned/proper authorities |
| 1. Analyze resource use | 8.1. All resource consuming processes are Identified as per the organizational work plan  8.2. Quantity and nature of resource consumed is determined based on processes  8.3. Resource flow is analyzed as per different parts of the process.  8.4. Wastes are classified according to NEMA regulations on waster management . |
| 1. Develop resource Conservation plans | 9.1. Efficiency of use/conversion of resources is determined according to industry protocol.  9.2. Causes of low efficiency of use of resources are Determined based on industry protocol.  9.3. Plans for increasing the efficiency of resource use are developed based on findings. |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. PPE may include but not limited to: | * + Mask   + Gloves   + Goggles   + Safety hat   + Overall * Hearing protector |
| 1. Control measures may include but not limited to: | * Methods for minimizing or stopping spread and ingestion of airborne particles * Methods for minimizing or stopping spread and ingestion of gases and fumes * Methods for minimizing or stopping spread and ingestion of liquid wastes |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Measuring
* Recording
* Analytical
* Monitoring
* Communication
* Writing

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* PPEs
* Environmental regulations
* OSHS
* Pollution
* Waste management
* Principle of 3Rs
* Types of resources
* Techniques in measuring current usage of resources
* Environmental hazards
* Regulatory requirements

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Controlled environmental hazard   2. Controlled environmental pollution   3. Demonstrated sustainable resource use   4. Evaluated current practices in relation to resource usage   5. Demonstrated knowledge of environmental legislations and local ordinances according to the different environmental issues /concerns.   6. Described industrial standard environmental practices according to the different environmental issues/concerns.   7. Resolved problems/ constraints encountered based on management standard procedures   8. Implemented and monitored environmental practices on a periodic basis as per company guidelines   9. Recommended solutions for the improvement of the program   10. Monitored and reported to proper authorities any environmental incidents |
| 1. Resource Implications | The following resources should be provided:   * 1. Workplace with storage facilities   2. Tools, materials and equipment relevant to the tasks (e.g. Cleaning tools, cleaning materials, trash bags)   3. PPE, manuals and references   4. Legislation, policies, procedures, protocols and local ordinances relating to environmental protection   5. Case studies/scenarios relating to environmental Protection |
| 1. Methods of Assessment | Competency in this unit may be assessed through:   * 1. Observation   2. Oral questioning   3. Written test   4. Portfolio of Evidence   5. Interview   6. Third party report |
| 1. Context of Assessment | Competency may be assessed   1. On-the-job 2. Off-the –job 3. During Industrial attachment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

## DEMONSTRATE OCCUPATIONAL SAFETY AND HEALTH PRACTICES

**UNIT CODE: COS/OS/BT/BC/07/6/A**

**UNIT DESCRIPTION**

This unit specifies the competencies required to demonstrate occupational health and safety practices. It involves identifying workplace hazards and risks, identifying and implementing appropriate control measures to hazards and risks and implementing OSH programs, procedures and policies/guidelines.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| 1. Identify workplace hazards and risk | 1.1 ***Hazards*** in the workplace are identified ***based their indicators***  1.2 Risks and hazards are evaluated based on legal requirements.  1.3 ***OSH concerns*** raised by workers are addressed as per legal requirements. |
| 1. Control OSH hazards | 2.1 Hazard prevention ***and control measures*** are implemented as per legal requirement.  2.2 Risk assessment is conductedand a risk matrix developed based on likely impact.  2.3 ***Contingency measures***, including ***emergency procedures*** during workplace ***incidents and emergencies*** are recognized and established in accordance with organization procedures. |
| 1. Implement OSH programs | 3.1 Company OSH program are identified, evaluated and reviewed based on legal requirements.  3.2 Company OSH programs are implemented as per legal requirements.  3.3 Workers are capacity built on OSH standards and procedures as per legal requirements  3.4 ***OSH-related records*** are maintained as per legal requirements. |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Hazards may include but not limited to: | * Physical hazards – impact, illumination, pressure, noise, * vibration, extreme temperature, radiation * Biological hazards- bacteria, viruses, plants, parasites, mites, molds, fungi, insects * Chemical hazards – dusts, fibers, mists, fumes, smoke, gasses, vapors * Ergonomics * Psychological factors – over exertion/ excessive force,   awkward/static positions, fatigue, direct pressure,   * varying metabolic cycles * Physiological factors – monotony, personal relationship, work out cycle * Safety hazards (unsafe workplace condition) * confined space, excavations, falling objects, gas leaks, electrical, poor storage of materials and waste, spillage, waste and debris   Unsafe workers’ act (Smoking in off-limited areas, Substance and alcohol abuse at work) |
| 1. Indicators may include but not limited to: | * Increased of incidents of accidents, injuries * Increased occurrence of sickness or health complaints/ symptoms * Common complaints of workers related to OSH * High absenteeism for work-related reasons |
| 1. OSH concerns may include but not limited to: | * Workers’ experience/observance on presence of work hazards * Unsafe/unhealthy administrative arrangements (prolonged work hours, no break time, constant overtime, scheduling of tasks) * Reasons for compliance/non-compliance to use of PPEs or other OSH procedures/policies/guidelines |
| 1. Safety gears /PPE (Personal Protective Equipment) may include but not limited to: | * Arm/Hand guard, gloves * Eye protection (goggles, shield) * Hearing protection (ear muffs, ear plugs) * Hair Net/cap/bonnet * Hard hat * Face protection (mask, shield) * Apron/Gown/coverall/jump suit * Anti-static suits * High-visibility reflective vest |
| 1. Appropriate risk controls may include but not limited to: | * Appropriate risk controls in order of impact are as follows: * Eliminate the hazard altogether (i.e., get rid of the dangerous machine) * Isolate the hazard from anyone who could be harmed (i.e., keep the machine in a closed room and operate it remotely; barricade an unsafe area off) * Substitute the hazard with a safer alternative (i.e., replace the machine with a safer one) * Use administrative controls to reduce the risk (i.e., train workers how to use equipment safely; train workers about the risks of harassment; issue signage) * Use engineering controls to reduce the risk (i.e., attach guards to the machine to protect users) * Use personal protective equipment (i.e., wear * gloves and goggles when using the machine) |
| 1. Contingency measures may include but not limited to: | * Evacuation * Isolation * Decontamination * (Calling designed) emergency personnel |
| 1. Incidents and emergencies may include but not limited to: | * Chemical spills * Equipment/vehicle accidents * Explosion * Fire * Gas leak * Injury to personnel * Structural collapse * Toxic and/or flammable vapors emission. |
| 1. OSH-related Records may include but not limited to: | * Medical/Health records * Incident/accident reports * Sickness notifications/sick leave application * OSH-related trainings obtained |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Communication
* Interpersonal
* Presentation
* Risk assessment
* Evaluation
* Critical thinking
* Problem solving
* Negotiation

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* General OSH Principles
* Occupational hazards/risks recognition
* OSH organizations providing services on OSH evaluation and/or work environment measurements (WEM)
* National OSH regulations; company OSH policies and protocols
* Systematic gathering of OSH issues and concerns
* General OSH principles
* National OSH regulations
* Company OSH and recording protocols, procedures and policies/guidelines
* Training and/or counseling methodologies and strategies

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   1. Identified hazards in the workplace based their indicators 2. Evaluated workplace hazards based on legal requirements. 3. Addressed OSH concerns raised by workers as per legal requirements. 4. Implemented hazard prevention and control measures as per legal requirement. 5. Conducted risk assessment as per legal requirement. 6. Developed risk matrix based on likely impact. 7. Recognized and established contingency measures in accordance with organization procedures. 8. Identified, evaluated and reviewed company OSH program based on legal requirements. 9. Implemented company OSH programs as per legal requirements. 10. Capacity built workers on OSH standards and procedures as per legal requirements 11. Maintained OSH-related records as per legal requirements. |
| 1. Resource Implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place |
| 1. Methods of Assessment | Competency in this unit may be assessed through:   1. Observation 2. Oral questioning 3. Written test 4. Portfolio of Evidence 5. Interview 6. Third party report |
| 1. Context of Assessment | Competency may be assessed   1. On-the-job 2. Off-the –job 3. During Industrial attachment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# CORE UNITS OF COMPETENCY

## **CONDUCT NAIL TECHNOLOGY OPERATIONS**

**UNIT** **CODE:** COS/OS/BT/CR/01/6/A

**UNIT DESCRIPTION**

This unit covers the competencies required to conduct nail technology operations. It involves planning and organizing nail technology operations, setting up and preparing to provide nail technology services, providing nail technology services and carrying out post service procedures.

This standard applies in Cosmetology industry.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the keyoutcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are **assessable** statements which specify the required level of performance for each of the elements. ***Bold and italicized terms*** ***are elaborated in the Range*** |
| Plan and organize nail technology operations | 1 .3 ***Operational resources*** are allocated based on the nail technology services offered and previous experience.  1 .4 Nail technology standard operating procedures are developed and disseminated as per workplace policy.  1 .5 Inexperienced staff is oriented and inducted as per workplace policy  1 .6 Staff is supervised as per workplace policy.  1 .7 Staff adherence to standard operating procedures is monitored as per workplace policy.  1 .8 Staff remuneration policy is developed and implemented based on organization’s objectives.  1 .9 Laws related to starting and operating a business enterprise are identified and adhered to as per ***legal requirements***. |
| 2. Set up and prepare to provide nail technology services | 2 .1 Requirements for nail technology service are identified and gathered as per workplace policy.  2 .2 ***Safety and health*** precautions are observed as per legal requirements.  2 .3 Nail technology ***Tools and equipment*** are gathered and checked for serviceability as per manufacturers’ instructions.  2 .4 ***Nail technology products and supplies*** are checked for usability as per legal requirements and manufacturers’ instructions.  2 .5 ***Personal protective gears*** are identified and gathered based on service requirements and manufacturer’s instructions. |
| 3. Provide nail technology services | 3.1 Personal protective gears are worn based on manufacturer’s instructions.  3.2 Client consultation is done as per workplace policy.  3.3 ***Hygiene and sanitation*** ***principles*** are observed as per standard operating procedures.  3.4 Skin and nail plate analysis is conducted as per standard operating procedures.  3.5 ***Disorders on skin and nail*** are identified and action taken based on nature of the disorder.  3.6 ***Products and supplies*** are used as per service required and manufacturers’ instructions.  3.7 Nails are prepared for nail technology as per standard operating procedures.  3.8 ***Nail technology procedures*** are conducted as clients’ specification and standard operating procedures.  3.9 Nail ***after care advise*** is given as per workplace policy and standard operating procedures. |
| 4. Carry out post service procedures | 4.1 ***Tools and equipment*** are cleaned and disinfected as per manufacturers’ instructions and workplace policy.  4.2 Work station is cleaned and waste managed and disposed as per workplace policy and legal requirements.  4.3 ***Recyclable supplies*** are cleaned and disinfected and stored as per workplace policy and manufacturers’ instructions.  4.4 ***Non-recyclable supplies*** are managed disposed of as per manufacturer’s instructions, workplace policy and legal requirements. |
|  |  |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **variable** | **Range** |
| 1. ***Nail art*** mayinclude but not limited to: | * Glitters * Marble * Jewelry * Stickers * Stencil * Stamping * Magnet * Free hand * Ombre * Printed * Fantasy * Chrome |
| 2. ***Nail extension*** mayinclude but not limited to: | * Express tips * Coloured * Natural * Glass * Metallic * Welled tips Coloured * Natural * Glass * Metallic * French tips |
| 3. ***Tools and equipment*** mayinclude but not limited to: | * UV/ LED lamps * E-file * Files * Table light * Assorted glass bowls * Assorted brushes * Spatulas * Tip clippers * Manicure set * Orange stick * Mixer * Nail peg * Nail scissors * Nail buffer |
| 4. ***Nail preparation*** mayinclude but not limited to: | * Basic manicure * Basic pedicure * Nail shaping, * Cuticle grooming, * Callus removal, * Synthetic nail treatments, * Application of nail polish |
| 5. ***Nail technology procedures*** mayinclude but not limited to: | * Nail extension * Nail extension refill * Nail polish application * Nail art * Nail gel polish application * Nail gel builder application * Nail acrylic builder application * Nail sculpting * Nail fiberglass application * Nail reconstruction |
| 6. ***Legal requirements*** may include but not limited to: | * OSH act * NEMA regulations * Public Health Act Cap 254 * EMCA 2015 * County by-laws * Labour laws * KRA act |
| 7. ***Recyclable supplies*** may include but not limited to: | * Aprons * Towels * Drapers |
| 8. ***Non-recyclable*** supplies may include but not limited to: | * Gloves * Applicator * Stencils * Wool |
| 9. ***Personal protective gears*** may include but not limited to: | * Aprons * Towels * Drapers |
| 10. ***Disorders on nail and skin*** may include but not limited to: | * Infectious * Bacterial * Fungal * Viral * Non-infectious * Allergies * Cuts * Bruises * Burns |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Time Communication skills
* People skills
* management
* Work culture
* Record keeping
* Telephone handling skills
* Complaints handling skills
* Conflict resolution skills
* Negotiation skills
* Supervisory skills
* Analytical skills
* Problem solving
* Critical thinking
* Summarizing and paraphrasing
* Listening skills
* Observations skills
* Organizational skills
* Technology skills

**Technical skills**

* Buffing
* Trimming
* Filing
* Cuticle removal
* Fixing
* Polish application
* UV curing
* Repairing
* Filling
* Balancing
* Designing
* Sculpting
* Mixing

**Required Knowledge**

The individual needs to demonstrate knowledge of:  Business operational resources

* Development of standard operating procedures
* Staff remuneration
* Principles of management
* Staff management
* Principles of hygiene and sanitation
* Consultation and client care
* Principles of skin and nail analysis
* Nail technology
* Nail theory
* Colour spectrum
* Product knowledge
* Supplies in nail technology
* Nail technology tools and equipment
* Waste management
* Environmental management requirements
* Ethical issues in cosmetology
* Legal framework related to business enterprises

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of  Competency | ***Assessment requires evidence that the candidate:***  1.1 Identified and secured resource requirements for nail technology operations.  1.2 Allocated duties and supervised staff.  1.3 Allocated operational resources appropriately.  1.4 Developed and disseminated nail technology standard operating procedures.  1.5 Developed and implemented staff remuneration policy  1.6 Demonstrated understanding of legal framework of starting and running of a business enterprise.  1.7 Observedsafety and health precautions in service delivery.  1.8 Demonstrated ability to use nail technology tools and equipment.  1.9 Consulted and negotiated with the client.  1.10 Appropriately conducted skin and nail plate analysis and  care  1.11 Demonstrated understanding of |

|  |  |
| --- | --- |
|  | nails and skin disorders.  1.12 Used nail technology products and supplies appropriately.  1.13 Demonstrated ability to perform various nail technology procedures correctly.  1.14 Demonstrated understanding of nail technology processes.  1.15 Demonstrated understanding of nail after care  1.16 Managed and disposed waste appropriately.  1.17 Managed and stored recyclable supplies appropriately. |
| 2. Resource  Implications | The following resources **must** be provided:  A beauty therapy workshop with a functional nail technology section. |
| 3. Methods of  Assessment | Competency may be assessed through:  3.1 Written test  3.2 Observation  3.3 Oral questioning  3.4 Interview  3.5 Project  3.6 Portfolio  3.7 Third party report |
| 4. Context of  Assessment | Assessment may be conducted:  4.1 On-the-job  4.2 Off-the-job  4.3 During industrial attachment |
| 5. Guidance information for assessment | Holistic assessment with related units in the sector is recommended. |

## CONDUCT MAKE-UP OPERATIONS

**UNIT CODE: COS/OS/BT/CR/02/6/A**

**UNIT DESCRIPTION**

This unit covers the competencies required to conduct make-up operations. It involves planning and organizing make-up operations, setting up and preparing to provide make-up services, providing make-up services and carrying out post service procedures.

This standard applies in Cosmetology industry.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the **key outcomes** which make up **workplace function** | **PERFORMANCE CRITERIA**  These are **assessable** statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1. Plan and organize make up operations | 1 .1 ***Resource requirements*** for make-up services are identified and their availability secured as per workplace policy.  1 .2 Staff is allocated tasks based on job description and competencies.  1 .3 ***Operational resources*** are allocated based on the make-up services offered and previous experience.  1 .4 Make-up standard operating procedures are developed and disseminated as per workplace policy.  1 .5 New staff is oriented and inducted as per workplace policy  1 .6 Staff is supervised as per workplace policy.  1 .7 Staff adherence to standard operating procedures is monitored as per workplace policy.  1 .8 Staff remuneration policy is developed and implemented based on organization’s objectives.  1 .9 Laws related to starting and operating a business enterprise |
| 2. Set up and prepare to provide make-up and associated services | 2 .1 Requirements for make-up are identified and gathered as per workplace policy.  2 .2 ***Safety and health*** precautions are observed as per ***legal requirements***.  2 .3 ***Tools and equipment*** are checked for serviceability as per manufacturers’ instructions.  2 .4 ***Make-up products and supplies*** are checked for usability as per legal requirements and manufacturers’ instructions.  2 .5 ***Personal protective gears*** are identified and gathered based on service requirements and manufacturer’s instructions. |
| 3. Provide make-up services | 3.1 Personal protective gears are worn based on manufacturer’s instructions.  3.2 Client consultation is done as per workplace policy.  3.3 ***Hygiene and sanitation*** ***principles*** are observed as per standard operating procedures.  3.4 Skin analysis is conducted as per standard operating procedures.  3.5 ***Disorders on skin*** are identified and action taken based on nature of the disorder.  3.6 ***Products and supplies*** are used as per service required and manufacturers’ instructions.  3.7 Skin is prepared for make-up as per standard operating procedures.  3.8 Clients’ eyebrows are prepared/ shaped based on clients’ specifications and standard  operating procedures.  3.9 Eyelash extensions are fixed based on clients’ specifications and standard operating procedures.  3.10 Diverse ***types of make-up*** are applied based on clients’ Specifications and standard operating procedures.  3.11 ***After care advise*** is given as per workplace policy and standard operating procedures. |
| 4. Carry out post service procedures | 1. ***Tools and equipment*** are cleaned and disinfected as per manufacturers’ instructions and workplace policy. 2. Work station is cleaned and waste managed and disposed as per workplace policy and legal requirements. 3. ***Recyclable supplies*** are cleaned and disinfected and stored as per workplace policy and manufacturers’ instructions. 4. ***Non-recyclable supplies*** are managed disposed of as per manufacturer’s instructions, workplace policy and legal requirements. |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Eyebrow shaping methods may include but not limited to: | * Tweezing * Threading * Gelling * Waxing * Stenciling * Shaving * Concealing * Micro blading * Tinting * Tattooing |
| 2. ***Tools and equipment*** may include but not limited to: | * Brushers Recliners * Tweezers * Thread * Sponges * Spatulas * Tattoo applicator |
| 3. ***Types of make-up*** may include but not limited to: | * Day make-up Office * make-up * Evening make-up * Themed make-up |
| 4. ***Themed make-up*** may include but not limited to: | * Bridal Studio * Runway * Fantasy * Prosthetic * Special effect |
| 5. ***Legal requirements*** may include but not limited to: | * OSH act * NEMA regulations * Public Health Act Cap 254 * EMCA 2015 * County by-laws * Labour laws * KRA act |
| 6. Recyclable supplies may include but not limited to: | * Aprons * Towels * Drapers |
| 7. Non-recyclable supplies may include but not limited to: | * Gloves * Applicator * Stencils * Wool |
| 8. Personal protective gearsmay include but not limited to: | * Aprons * Towels * Drapers |
| 9. Disorders on skin may include but not limited to: | * Infectious * Bacterial * Fungal * Viral * Non-infectious * Allergies * Cuts * Bruises * Burns |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Communication skills
* People skills
* Time management
* Work culture
* Record keeping
* Telephone handling skills
* Complaints handling skills
* Conflict resolution skills
* Negotiation skills
* Analytical skills
* Problem solving
* Critical thinking
* Summarizing and paraphrasing
* Listening skills
* Observations skills
* Organizational skills
* Technology skills

**Technical skills**

* Fixing
* Repairing
* Balancing
* Designing
* Sculpting
* Mixing
* Blending
* Cleansing
* Painting
* Concealing
* Powdering
* Shaping
* Trimming

**Required Knowledge**

The individual needs to demonstrate knowledge of:  Business operational resources

* Development of standard operating procedures
* Staff remuneration
* Principles of management
* Staff management
* Principles of hygiene and sanitation
* Consultation and client care
* Principles of skin analysis
* Skin anatomy and physiology
* Colour spectrum  Make-up theory
* Product knowledge
* Supplies in make-up
* Make-up tools and equipment
* Waste management
* Environmental management requirements
* Ethical issues in cosmetology

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of  Competency | ***Assessment requires evidence that the candidate:***    1 .1 Identified and secured resource requirements for make-up operations.  1 .2 Allocated duties and supervised staff.  1 .3 Allocated operational resources appropriately.  1 .4 Developed and disseminated make-up standard operating procedures.  1 .5 Developed and implemented staff remuneration policy.  1 .6 Demonstrated understanding of legal framework of starting and running of a business enterprise.  1 .7 Observedsafety and health precautions in service delivery.  1 .8 Demonstrated ability to use |

|  |  |
| --- | --- |
|  | make-up tools and equipment.   1. .9 Consulted and negotiated with the client appropriately.    1. Appropriately conducted skin analysis and acted.    2. Demonstrated understanding of skin disorders.    3. Used make-up products and supplies appropriately.    4. Demonstrated ability to perform various make-up procedures correctly.    5. Demonstrated understanding of make-up processes.    6. Managed and disposed waste appropriately.    7. Managed and stored recyclable supplies appropriately. |
| 2. Resource  Implications | The following resources must be provided:  A functional beauty therapy unit |
| 3. Methods of  Assessment | Competency may be assessed through:  3.1 Written test  3.2 Observation  3.3 Oral questioning  3.4 Interview  3.5 Project |
|  | 3.6 Portfolio  3.7 Third party report |
| 4. Context of  Assessment | Assessment could be conducted:  4.1 On-the-job  4.2 Off-the–job  4.3 During industrial attachment |
| 5. Guidance information for assessment | Holistic assessment with related units in the sector is recommended. |

## CONDUCT BODY MASSAGE AND SPA OPERATIONS

**UNIT CODE:** COS/OS/BT/CR/03/6/A

**UNIT DESCRIPTION**

This unit covers the competencies required to conduct body massage and spa operations. It involves planning and organizing body massage and spa operations, setting up and preparing to provide body massage and spa services, providing body massage and spa services and carrying out post service procedures.

This standard applies in Cosmetology industry.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are **assessable** statements which specify the required level of performance for each of the elements. ***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1. Plan and organize body massage and spa operations | 1. Resource ***requirements*** for body massage and spa services are identified and their availability secured as per workplace policy. 2. Staff is allocated tasks based on job description and their competencies. 3. Operational ***resources*** are allocated based on the body massage and spa services offered and previous experience. 4. Body massage and spa standard operating procedures are developed and disseminated as per workplace policy. 5. Inexperienced staff is oriented and inducted as per workplace policy 6. Staff is supervised as per workplace policy. 7. Staff adherence to standard operating procedures is monitored as per workplace policy. 8. Staff remuneration policy is developed and implemented based on organization’s objectives. 9. Laws related to starting and operating a business enterprise are identified and adhered to as per ***legal requirements***. |
| 2. Set up and prepare to provide body massage and spa services | 1. Requirements for massage are identified and gathered as per workplace policy. 2. ***Safety and health*** precautions are observed as per ***legal requirements***. 3. ***Tools and equipment*** are checked for serviceability as per manufacturers’ instructions. 4. ***Body massage products and supplies*** are checked for usability as per legal requirements and manufacturers’ instructions. 5. ***Personal protective gears*** are identified and gathered based on service requirements and manufacturer’s instructions. |
| 3. Provide body massage and spa services | 3.1 Personal protective gears are worn based on manufacturer’s instructions.  3.2 Client consultation is done as per workplace policy.  3.3 ***Hygiene and sanitation*** ***principles*** are observed as per standard operating procedures.  3.4 Skin analysis is conducted as per standard operating procedures.  3.5 ***Disorders on skin*** are identified and action taken based on nature of the disorder.  3.6 ***Products and supplies*** are used as per service required and manufacturers’ instructions.  3.7 ***Client is prepared for body massage*** as per standard operating procedures.  3.8 Diverse ***types of body massage*** are performed as per clients’ specifications and standard  operating procedures.  3.9 ***Spa services*** are performed as per clients’ specifications and standard operating procedures.  3.10 After care advise is given as per workplace policy and Standard operating procedures. |
| 4. Carry out post service procedures | 4.1 ***Tools and equipment*** are cleaned and disinfected as per manufacturers’ instructions and workplace policy.  4.2 Work station is cleaned and waste managed and disposed as per workplace policy and legal requirements.  4.3 ***Recyclable supplies*** are cleaned and disinfected and stored as per workplace policy and manufacturers’ instructions.  4.4 ***Non-recyclable supplies*** are managed disposed of as per manufacturer’s instructions, workplace policy and legal requirements. |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. ***Body massage and spa products and supplies*** may  include but not limited to: | * Assorted massage oils Massage creams * Massage powders * Massage lotions * Assorted body scrubs * Assorted masks * Massage foils/ fling * Macintosh * Assorted towels * Gauzes * Gowns * Shower gels * Disposable pants |
| 2. ***Body massage and spa tools and equipment*** may  include but not limited to: | * Assorted Massagers * Product applicators * Massage bed * Massage mats * Hot stone kits * Massage seat * Electric body suit |
| 3. ***Client preparation for body massage*** may include but not limited to: | * Bathing * Gowning * Draping |
| 4. ***Types of body massage*** may include but not limited to: | * Basic massages * Electric massages * Ethnic massages * Health related * Sports related |
| 5. ***Basic body massages*** may  include but not limited to: | * Deep tissues * Holistic * Indian head |
| 6. ***Sport body massages*** may  include but not limited to: | * Deep tissue * Hot stone |
| 7. ***Electric body massages*** may include but not limited to: | * Gyratory Faradic |
| 8. ***Ethnic body massages*** may  include but not limited to: | * Indian head Thai * Shiatsu * Swedish * Chinese |
| 9. ***Health related body massages*** may include but not limited to: | * Lymphatic drainage * Reflexology * Aromatherapy |
| 10. ***Spa services*** may include but not limited to: | * Body wrap * Body scrub * Hydro-therapy * Steam bath * Sauna * Jacuzzi |
| 11. ***Legal requirements*** may include but not limited to: | * OSH act * NEMA regulations * Public Health Act Cap 254 * EMCA 2015 * County by-laws * Labor laws * KRA act |
| 12. Recyclable supplies may include but not limited to: | * Aprons * Towels * Drapers |
| 13. ***Non-recyclable*** supplies may include but not limited to: | * Gloves * Applicator * Stencils * Wool |
| 14. Personal protective gearsmay include but not limited to: | * Aprons * Towels * Drapers |
| 15. ***Disorders on skin*** may include but not limited to: | * Infectious * Bacterial * Fungal * Viral * Non-infectious * Allergies * Cuts * Bruises * Burns |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Communication skills
* People skills
* Time management
* Work culture
* Record keeping
* Telephone handling skills
* Complaints handling skills
* Conflict resolution skills
* Negotiation skills
* Analytical skills
* Problem solving
* Critical thinking
* Summarizing and paraphrasing
* Listening skills
* Observations skills
* Organizational skills

**Technical skills**

* Balancing
* Mixing
* Kneading
* Tapping
* Capping
* Hacking
* Pounding
* Wringing
* Draining
* Knuckling
* Effleurage
* Twisting
* Flexing
* Rotating
* Pulling
* Blending
* Pressure application
* Posturing
* Product application
* Technology skills

**Required Knowledge**

The individual needs to demonstrate knowledge of:  Business operational resources

* Development of standard operating procedures
* Staff remuneration
* Principles of management
* Staff management
* Principles of hygiene and sanitation
* Consultation and client care
* Principles of skin analysis
* Anatomy and physiology
* Massage theory
* Product knowledge
* Supplies in massage and spa
* Massage and spa tools and equipment
* Waste management
* Environmental management requirements
* Ethical issues in cosmetology

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of  Competency | Assessment requires evidence that the candidate:  1 .1 Identified and secured resource requirements for body massage and spa operations.  1 .2 Allocated duties and supervised staff.  1 .3 Allocated operational resources appropriately.  1 .4 Developed and disseminated body massage and spa standard operating procedures.  1 .5 Developed and implemented |

|  |  |
| --- | --- |
|  | staff remuneration policy  1 .6 Demonstrated understanding of legal framework of starting and running of a business enterprise.  1 .7 Observedsafety and health precautions in service delivery.  1 .8 Demonstrated abilities to use body massage and spa tools and equipment.  1 .9 Consulted and negotiated with the client appropriately.  1 .10 Appropriately conducted skin analysis and acted.  1 .11 Demonstrated understanding of skin disorders.  1 .12 Used body massage and spa products and supplies appropriately.  1 .13 Demonstrated abilities to perform various body massage and spa procedures correctly.  1 .14 Demonstrated understanding of body massage and spa procedures.  1 .15 Managed and disposed waste appropriately.  1 .16 Managed and stored recyclable supplies appropriately. |
| 2. Resource  Implications | The following resources must be provided:  2.1 A functional beauty therapy unit |
| 3. Methods of  Assessment | Competency may be assessed through:  3.1 Written test  3.2 Observation  3.3 Oral questioning  3.4 Interview  3.5 Project  3.6 Portfolio  3.7 Third party report |
| 4. Context of  Assessment | Assessment could be conducted:  4.1 On-the-job  4.2 Off-the-job  4.3 During industrial attachment |
| 5. Guidance information for assessment | Holistic assessment with related units in the sector is recommended. |

## CONDUCT MANICURE AND PEDICURE OPERATIONS

**UNIT CODE: COS/OS/BT/CR/04/6/A**

**UNIT DESCRIPTION**

This unit covers the competencies required to conduct manicure and pedicure operations. It involves planning and organizing manicure and pedicure operations, setting up and preparing to provide manicure and pedicure services, providing manicure and pedicure services and carrying out post service procedures.

This standard applies in Cosmetology industry.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are **assessable** statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1. Plan and organize manicure and pedicure operations | 1. ***Resource requirements*** for manicure and pedicure services are identified and their availability secured as per workplace policy. 2. Staff is allocated tasks based on job description and competencies. 3. ***Operational resources*** are allocated based on the manicure and pedicure services offered and previous experience. 4. Manicure and pedicure standard operating procedures are developed and disseminated as per workplace policy. 5. Inexperienced staff is oriented and inducted as per workplace policy 6. Staff is supervised as per workplace policy. 7. Staff adherence to standard operating procedures is monitored as per workplace policy. 8. Staff remuneration policy is developed and implemented based on organization’s objectives. 9. Laws related to starting and operating a business enterprise are identified and adhered to as per ***legal requirements***. |
| 2. Set up and prepare to provide manicure and pedicure services | 2 .1 Requirements for manicure and pedicure are identified and gathered as per workplace policy.  2 .2 ***Safety and health*** precautions are observed as per ***legal requirements***.  2 .3 ***Tools and equipment*** are checked for serviceability as per manufacturers’ instructions.  2 .4 Manicure and pedicure ***products and supplies*** are checked for usability as per legal requirements and manufacturers’ instructions.  ***2.5 Personal protective gears*** are identified and gathered based on service requirements and manufacturer’s instructions |
| 3. Provide manicure pedicure services | 1. Personal protective gears are worn based on manufacturer’s instructions. 2. Client consultation is done as per workplace policy 3. ***Hygiene and sanitation*** ***principles*** are observed as per standard operating procedures 4. Skin and nail plate analysis is conducted as per standard operating procedures 5. ***Disorders on skin and nail*** are identified and action taken based on nature of the disorder 6. ***Products and supplies*** are used as per service required and manufacturers’ instructions 7. ***Hands and legs are prepared for manicure and pedicures*** respectively as per standard operating procedures 8. ***Manicure procedure*s** are carried out as per standard operating procedures and clients’ specification 9. ***Pedicure procedures*** are carried out as per standard operating procedures and clients’ specification 10. ***Nail polish*** is applied based on clients’ specification and Standard operating procedures 11. ***Nail art*** is applied based on clients’ specification and standard operating procedures 12. ***After care advice*** is given as per workplace policy |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. ***Manicure and pedicure products and supplies*** may include but not limited to: | * Scrub * Soap * Cuticle cream/gel * Nail polish remover * Assorted nail polish * Sanitizer * Disinfectant * Antiseptic * Dry quick polish * Stencils * Stamping kits * Nail dummy * Assorted bowls * Assorted towels * Paraffin wax * Assorted massage oils * Assorted moisturizers |
| 2. ***Preparation of hands and legs for manicure and pedicures*** may include but not limited to: | * Nail polish removal * Sanitation |
| 3. ***Manicure procedure*s** may include but not limited to: | * Basic procedure * Warm oil * Paraffin wax * Mask |
| 4. ***Pedicure procedures*** may include but not limited to: | * Basic procedure * Warm oil * Paraffin * wax * Fish let * Mask |
| 5. ***Nail art*** may include but not limited to | * Glitters * Marble * Stickers * Stencil * Stamping * Magnet * Free hand * Ombre * Fantasy * Slippers |
| 6. ***Manicure and pedicure tools and equipment*** may include but not limited to: | * Files * Table light * Assorted glass bowls * Nail brushes * Spatulas * Manicure set * Orange stick * Nail peg * Nail scissors * Nail buffer * Corn slicers * Pumice stone * Disposable razors * Scrapers * Foot smoother * Cotton wool * Absorbent towels * 6.18 Foot spa |
| 7***.Legal requirements*** may include but not limited to: | * OSH Act * NEMA regulations * Public Health Act Cap 254 * EMCA 2015 * County by-laws * Labour laws * 7.7 KRA act |
| 8.***Manicure and pedicure tools and equipment*** may include but not limited to: | * Files * Table light * Assorted glass bowls * Nail brushes * Spatulas * Manicure set * Orange stick * Nail peg * Nail scissors * Nail buffer * Corn slicers * Pumice stone * Disposable razors * Scrapers * Foot smoother * Cotton wool * Absorbent towels * Foot spa |
| 9.***Recyclable*** supplies may include but not limited to: | * Aprons * Towels * Drapers |
| 10.***Non-recyclable*** supplies may include but not limited to: | * Gloves * Applicator * Stencils * Wool |
| 11.***Personal protective gears*** may include but not limited to: | * Aprons * Towels * Drapers |
| 12.***Disorders on skin and nails*** may include but not limited to: | * Infectious * Bacterial * Fungal * Viral * Non-infectious * Allergies * Cuts * Bruises * Burns |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Communication skills
* People skills
* Time management
* Work culture
* Record keeping
* Telephone handling skills
* Complaints handling skills
* Conflict resolution skills
* Negotiation skills
* Analytical skills
* Problem solving
* Critical thinking
* Summarizing and paraphrasing
* Listening skills
* Observations skills
* Organizational skills
* Technology skills

**Technical skills**

* Polish removal
* Buffing
* Trimming
* Filing
* Cuticle removal
* Polish application
* Balancing
* Designing
* Mixing
* Hand Massage
* Leg massage

**Required Knowledge**

The individual needs to demonstrate knowledge of:  Business operational resources

* Development of standard operating procedures
* Staff remuneration
* Principles of management
* Staff management
* Principles of hygiene and sanitation
* Consultation and client care
* Principles of skin and nail analysis
* Hand and leg anatomy
* Manicure and pedicure theory
* Product knowledge
* Supplies in manicure and pedicure
* Manicure and pedicure tools and equipment
* Waste management
* Environmental management requirements
* Ethical issues in cosmetology

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of  Competency | 1 .1 Assessment requires evidence that the candidate:  1 .2 Identified and secured resource requirements for manicure and pedicure operations.  1 .3 Allocated duties and supervised |

|  |  |
| --- | --- |
|  | staff.  1 .4 Allocated operational resources appropriately.  1 .5 Developed and disseminated manicure and pedicure standard operating procedures.  1 .6 Developed and implemented staff remuneration policy  1 .7 Demonstrated understanding of legal framework of starting and running of a business enterprise.  1 .8 Observedsafety and health precautions in service delivery.  1 .9 Demonstrated ability to use manicure and pedicure tools and equipment.  1 .10 Consulted and negotiated with the client appropriately.  1 .11 Appropriately conducted skin and nail plate analysis and acted.  1 .12 Demonstrated understanding of nails and skin disorders.  1 .13 Used manicure and pedicure products and supplies appropriately.  1 .14 Demonstrated ability to perform various manicure and pedicure procedures correctly.  1 .15 Demonstrated understanding of manicure and pedicure principles procedures.  1 .16 Managed and disposed waste appropriately.  1 .17 Managed and stored recyclable supplies appropriately. |
| 2. Resource  Implications | The following resources must be provided:  2.1 A functional beauty therapy unit |
| 3. Methods of  Assessment | Competency may be assessed through:  3.1 Written test  3.2 Observation  3.3 Oral questioning  3.4 Interview  3.5 Project  3.6 Portfolio  3.7 Third party report |
| 4. Context of  Assessment | Assessment could be conducted:  4.1 On-the-job  4.2 Off-the–job  4.3 During industrial attachment |
| 5. Guidance information for assessment | Holistic assessment with related units in the sector is recommended. |

## CONDUCT FACIAL SKIN CARE OPERATIONS

**UNIT CODE:** COS/OS/BT/CR/05/6/A

**UNIT DESCRIPTION**

This unit covers the competencies required to conduct facial skin care operations. It involves planning and organizing facial skin care operations, setting up and preparing to provide facial skin care services, providing facial skin care services and carrying out post service procedures.

This standard applies in Cosmetology industry.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the **key outcomes** which make up **workplace function** | **PERFORMANCE CRITERIA**  These are **assessable** statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1. Plan and organize facial skin care operations | 1. Resource ***requirements*** for facial skin care services are identified and their availability secured as per workplace policy. 2. Staff is allocated tasks based on job description and competencies. 3. Operational ***resources*** are allocated based on the facial skin care services offered and previous experience. 4. Facial skin care standard operating procedures are developed and disseminated as per workplace policy. 5. Inexperienced staff is oriented and inducted as per workplace policy 6. Staff is supervised as per workplace policy. 7. Staff adherence to standard operating procedures is monitored as per workplace policy. 8. Staff remuneration policy is developed and implemented based on organization’s objectives. 9. Laws related to starting and operating a business enterprise are identified and adhered to as per ***legal requirements***. |
| 2. Set up and prepare to provide facial skin care services | 1. Requirements for facial skin care are identified and gathered as per workplace policy. 2. ***Safety and health*** precautions are observed as per ***legal requirements***. 3. ***Tools and equipment*** are checked for serviceability as per manufacturers’ instructions. 4. Facial skin care ***products and supplies*** are checked for usability as per legal requirements and manufacturers’ instructions. 5. ***Personal protective gears*** are identified and gathered based on service requirements and manufacturer’s instructions. |
| 3. Provide facial skin care services | 3.1 Personal protective gears are worn based on manufacturer’s instructions.  3.2 Client consultation is done as per workplace policy.  3.3 ***Hygiene and sanitation*** ***principles*** are observed as per standard operating procedures.  3.4 Skin analysis is conducted as per standard operating procedures.  3.5 ***Disorders on skin*** are identified and action taken based on nature of the disorder.  3.6 ***Products and supplies*** are used as per service required and manufacturers’ instructions.  3.7 ***Client is prepared for*** facial skin care as per standard operating procedures.  3.8 ***Preservative*** ***facial skin care*** is performed as per clients’ specifications and standard operating procedures.  3.9 ***Corrective facial skin care*** is performed as per clients’ specifications and standard operating procedures.  3.10 ***After care advise*** is given as per workplace policy and standard operating procedures. |
| 4. Carry out post service procedures | 4.1 ***Tools and equipment*** are cleaned and disinfected as per manufacturers’ instructions and workplace policy.  4.2 Work station is cleaned and waste managed and disposed as per workplace policy and legal requirements.  4.3 ***Recyclable supplies*** are |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |  |
| --- | --- | --- |
| **Variables** | **Range** | |
| ***Facial skin care products and supplies*** may include but not limited to; | * Assorted sanitizers * Assorted cleansers * Assorted toners * Assorted facial scrubs * Assorted massage oils * Assorted moisturizers * Assorted masks * Assorted serums * Assorted solutions * Assorted towels * Gauze * Gowns * Disposable rubber gloves * Improvised | |
| 2. ***Preparation of Client for facial skin care*** may include but not limited to; |  | * Draping * Gowning * Counselling |
| 3. ***Preservative facial skin care*** may include but not limited to; |  | * Basic * Aromatherapy |
| 4. ***Corrective facial skin care*** may include but not limited to; |  | * Acne * Bio-lift * Electrotherapy * Faradic |
| 5. Facial skin care tools and equipment may include but not limited to: |  | * Product applicators * Facial bed * Facial seat * Facial steamer * Facial electric machines |
| 6. Facial electric machines may include but not limited to: |  | * Facial steamer * Facial electrotherapy machines * Facial faradic machines * Infra-red lamps |
| 7. ***Legal requirements*** may include but not limited to: |  | * OSH act * NEMA regulations * Public Health Act Cap 254 * EMCA 2015 * County by-laws * Labour laws * KRA act |
| 8. ***Recyclable supplies*** may include but not limited to: |  | * Aprons * Towels * Drapers |
| 9. ***Non-recyclable*** supplies may include but not limited to: |  | * Gloves * Applicator * Stencils * Wool |
| 10. Personal  protective gearsmay include but not limited to: |  | * Aprons * Towels * Drapers |
| 11. ***Disorders on skin*** may include but not limited to: |  | * Infectious * Bacterial * Fungal * Viral * Non- infectious * Allergies * Cuts * Bruises * Burns |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Communication skills
* People skills
* Time management
* Work culture
* Record keeping
* Telephone handling skills
* Complaints handling skills
* Conflict resolution skills
* Negotiation skills
* Analytical skills
* Problem solving
* Critical thinking
* Summarizing and paraphrasing
* Listening skills
* Observations skills
* Organizational skills

**Technical skills**

* Balancing
* Mixing
* Kneading
* Tapping
* Pinching
* Draining
* Knuckling
* Effleuraging
* Flexing
* Blending
* Pressure application
* Posturing
* Product application
* Technology skills
* Extraction

**Required Knowledge**

The individual needs to demonstrate knowledge of:  Business operational resources

* Development of standard operating procedures
* Staff remuneration
* Principles of management
* Staff management
* Principles of hygiene and sanitation
* Consultation and client care
* Principles of skin analysis
* Facial anatomy and physiology
* Facial theory
* Product knowledge
* Supplies in facial skin care treatment
* Facial skin care treatment tools and equipment
* Waste management
* Environmental management requirements
* Ethical issues in cosmetology

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of  Competency | Assessment requires evidence that the candidate:   1. Identified and secured resource requirements for facial skin care treatment operations. 2. Allocated duties and supervised staff. 3. Allocated operational resources appropriately. 4. Developed and disseminated facial skin care treatment standard operating procedures. 5. Developed and implemented staff remuneration policy 6. Demonstrated understanding of legal framework of starting and running of a business enterprise. 7. Observedsafety and health precautions in service delivery. 8. Demonstrated abilities to use facial skin care treatment tools and equipment. 9. Consulted and negotiated with the client appropriately. 10. Appropriately conducted skin analysis and acted. 11. Demonstrated understanding of skin. disorders. 12. Used facial skin care treatment products and supplies appropriately. Demonstrated ability to perform 13. various facial skin care treatment procedures correctly. 14. Demonstrated understanding of facial skin treatment principles and procedures. 15. Managed and disposed waste appropriately. 16. Managed and stored recyclable supplies appropriately. |
| 2. Resource  Implications | The following resources must be provided:  2.1 A functional beauty therapy unit |
| 3. Methods of  Assessment | Competency may be assessed through: Written test  Observation  Oral questioning  Interview  Project  Portfolio  Third party report |
| 4. Context of  Assessment | Assessment could be conducted:  On-the-job  Off-the-job  During industrial attachment |
| 5. Guidance information for assessment | Holistic assessment with related units in the sector is recommended. |

## CONDUCT BODY ART OPERATION

**UNIT CODE: COS/OS/BT/CR/06/6/A**

**UNIT DESCRIPTION**

This unit covers the competencies required to conduct body art operations. It involves planning and organizing body art operations, setting up and preparing to provide body art services, providing body art services and carrying out post service procedures

This standard applies in Cosmetology industry.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the **key outcomes** which make up **workplace function** | **PERFORMANCE CRITERIA**  These are **assessable** statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1. Plan and organize body art operations | 1 .1 Resource ***requirements*** for body art services are identified and their availability secured as per workplace policy.  1 .2 Staff is allocated tasks based on job description and competencies.  1 .3 ***Operational resources*** are allocated based on the body art services offered and previous experience.  1 .4 Body art standard operating procedures are developed and disseminated as per workplace policy.  1 .5 Inexperienced staff is oriented and inducted as per workplace policy  1 .6 Staff is supervised as per workplace policy.  1 .7 Staff adherence to standard operating procedures is monitored as per workplace policy.  1 .8 Staff remuneration policy is developed and implemented based on organization’s objectives.  1 .9 Laws related to starting and operating a business enterprise are identified and adhered to as per ***legal requirements***. |
| 2. Set up and prepare to provide body art services | 2 .1 Requirements for body art and related services are identified and gathered as per workplace policy.  2 .2 ***Safety and health*** precautions are observed as per ***legal requirements***.  2 .3 ***Body art tools and equipment*** are checked for serviceability as per manufacturers’ instructions.  2 .4 ***Body art and related services products and supplies*** are checked for usability as per legal requirements and manufacturers’ instructions.  2 .5 ***Personal protective gears*** are identified and gathered based on service requirements and manufacturer’s instructions. |
| 3. Provide body art and related services | 3.1 Personal protective gears are worn based on manufacturer’s instructions.  3.2 Client consultation is done as per workplace policy.  3.3 ***Hygiene and sanitation*** ***principles*** are observed as per standard operating procedures.  3.4 Skin analysis is conducted as per standard operating procedures.  3.5 ***Disorders on skin*** are identified and action taken based on nature of the disorder.  3.6 ***Products and supplies*** are used as per service required and manufacturers’ instructions.  3.7 ***Client is prepared for*** body art as per standard operating procedures.  3.8 ***Body piercing procedure*** is doneas per standard operating procedures and workplace policy.  3.9 Tattoos designs are applied as per standard operating procedures and workplace policy.  3.10 Henna designs are applied as per clients’ specifications and standard operating procedures.  3.11 ***After care advise*** is given as per workplace policy and standard operating procedures. |
| 4. Carry out post service procedures | 1. ***Tools and equipment’s*** are cleaned and disinfected as per manufacturers’ instructions and workplace policy. 2. Work station is cleaned and waste managed and disposed as per workplace policy and legal requirements. 3. ***Recyclable supplies*** are cleaned and disinfected and stored as per workplace policy and manufacturers’ instructions. 4. ***Non-recyclable supplies*** are managed disposed of as per manufacturer’s instructions, workplace policy and legal requirements. |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Body art tools and equipment may include but not limited to: | * Applicator * Tattoo machine * Piercing gun * Marker * Sterile studs |
| 2. Body art products and supplies may include but not limited to: | * Henna * Barrier cream * Numbing cream/sprays * Anti-inflammatory creams * Moisturizing lotions * Healing balm * Stencils * Ink/Dye * Sanitizer |
| 3. Preparation of Client for body art may include but not limited to: | * Sanitation * Waxing * Counselling * Skin patch test |
| 4. Body piercing procedure limited to: | * Tongue piercing Nose * Piercing * Eye brow piercing * Naval piercing |
| 5. ***Legal requirements*** may include but not limited to: | * OSH act * NEMA regulations * Public Health Act Cap 254 * EMCA 2015 * County by-laws * Labour laws * KRA Act |
| 6. ***Recyclable supplies*** may include but not limited to: | * Aprons * Towels * Drapers |
| 7. ***Non-recyclable*** supplies may include but not limited to: | * Gloves * Applicator * Stencils * Wool |
| 8. ***Personal protective gears*** may include but not limited to: | * Aprons * Towels * Drapers |
| 9. ***Disorders on skin*** may include but not limited to: | * Infectious * Bacterial * Fungal * Viral * Non-infectious * Allergies * Cuts * Bruises * Burns |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Communication skills
* People skills
* Time management
* Work culture
* Record keeping
* Telephone handling skills
* Complaints handling skills
* Conflict resolution skills
* Negotiation skills
* Analytical skills
* Problem solving
* Critical thinking
* Summarizing and paraphrasing
* Listening skills
* Observation skills
* Organizational skills

**Technical skills**

* Designing
* Piercing
* Artistry
* Balancing
* Mixing
* Blending
* Posturing
* Product application
* Technology skills

**Required Knowledge**

The individual needs to demonstrate knowledge of:  Business operational resources

* Development of standard operating procedures
* Staff remuneration
* Principles of management
* Staff management
* Principles of hygiene and sanitation
* Consultation and client care
* Principles of skin analysis
* Skin anatomy and physiology
* Skin theory
* Product knowledge
* Supplies in body art and related services
* Body art and related services tools and equipment
* Waste management
* Environmental management requirements
* Ethical issues in cosmetology

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of  Competency | 1. Assessment requires evidence that the candidate: 2. Identified and secured resource requirements for body art operations. 3. Allocated duties and supervised staff. 4. Allocated operational resources appropriately. 5. Developed and disseminated body art standard operating procedures. 6. Developed and implemented staff remuneration policy 7. Demonstrated understanding of legal framework of starting and running of a business enterprise. 8. Observedsafety and health precautions in service delivery. 9. Demonstrated ability to use body art tools and equipment. 10. Consulted and negotiated with the client appropriately. 11. Appropriately conducted skin analysis and acted. 12. Demonstrated understanding of skin disorders. 13. Use body art products and supplies appropriately. 14. Demonstrated ability to perform various body art procedures correctly 15. Demonstrated understanding of body art principles and procedures. Managed and disposed waste appropriately. 16. Managed and stored recyclable supplies appropriately. |
| 2. Resource  Implications | The following resources must be provided:  A functional beauty therapy unit |
| 3. Methods of  Assessment | Competency may be assessed through:  3.1 Written test  3.2 Observation  3.3 Oral questioning  3.4 Interview  3.5 Project  3.6 Portfolio  3.7 Third party report |
| 4. Context of  Assessment | Assessment could be conducted:  4.1 On-the-job  4.2 Off-the–job  4.3 During industrial attachment |
| 5. Guidance information for assessment | Holistic assessment with related units in the sector is recommended. |

## CONDUCT HAIR REMOVAL OPERATIONS

**UNIT CODE:** COS/OS/BT/CR/07/6/A

**UNIT DESCRIPTION**

This unit covers the competencies required to conduct hair removal operations. It involves planning and organizing hair removal operations, setting up and preparing to provide hair removal services, providing hair removal services and carrying out post service procedures.

This standard applies in Cosmetology industry.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the **key outcomes** which make up **workplace function** | **PERFORMANCE CRITERIA**  These are **assessable** statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1. Plan and organize hair removal operations | competencies.  1 .3 ***Operational resources*** are allocated based on the hair removal services offered and previous experience.  1 .4 Hair removal standard operating procedures are developed and disseminated as per workplace policy.  1 .5 Inexperienced staff is oriented and inducted as per workplace policy  1 .6 Staff is supervised as per workplace policy.  1 .7 Staff adherence to standard operating procedures is monitored as per workplace policy.  1 .8 Staff remuneration policy is developed and implemented based on organization’s objectives.  1 .9 Laws related to starting and operating a business enterprise are identified and adhered to as per ***legal requirements***. |
| 2. Set up and prepare to provide hair removal services | 2 .1 Requirements for hair removal are identified and gathered as per workplace policy.  2 .2 ***Safety and health*** precautions are observed as per ***legal requirements***.  2 .3 Hair removal ***tools and equipment*** are checked for serviceability as per manufacturers’ instructions.  2 .4 Hair removal ***products and supplies*** are checked for usability as per legal requirements and manufacturers’ instructions.  2 .5 ***Personal protective gears*** are identified and gathered based on service requirements and manufacturer’s instructions. |
| 3. Provide hair removal services | 3.1 Personal protective gears are worn based on manufacturer’s instructions.  3.2 Client consultation is done as per workplace policy.  3.3 ***Hygiene and sanitation*** ***principles*** are observed as per standard operating procedures.  3.4 Skin and hair analysis is conducted as per standard operating procedures.  3.5 ***Disorders on skin and hair*** are identified and action taken based on nature of the disorder.  3.6 ***Products and supplies*** are used as per service required and manufacturers’ instructions.  3.7 ***Client is prepared for*** hair removal as per standard operating procedures and workplace policy.  3.8 ***Eyebrow shaping*** is performedas per standard operating procedures.  3.9 Waxing is performed as per standard operating procedures and workplace policy.  3.10 Depilation is done as per standard operating procedures and workplace policy.  3.11 ***After care advice*** is given as per workplace policy and standard operating procedures. |
| 4. Carry out post service procedures | 4.1 ***Tools and equipment*** are cleaned and disinfected as per manufacturers’ instructions and workplace policy.  4.2 Work station is cleaned and waste managed and disposed as per workplace policy and legal requirements.  4.3 ***Recyclable supplies*** are cleaned and disinfected and stored as per workplace policy and manufacturers’ instructions.  4.4 ***Non-recyclable supplies*** are managed disposed of as per manufacturer’s instructions, workplace policy and legal requirements. |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Hair removal ***tools and equipment*** mayinclude but not limited to: | * Tweezers * Threads * Wax heater * Eyebrow scissors * Disposable blades |
| 2. ***Preparation of Client for*** hair removal mayinclude but not limited to: | * Sanitizing * Gowning * Draping * Counselling |
| 3. ***Eyebrow shaping*** techniquesmayinclude but not limited to: | * Waxing * Tweezing * Threading * Shaving |
| 4. Hair removal ***products and supplies*** mayinclude but not limited to: | * Assorted wax * Depilatory creams * Foam * Anti-inflammatory creams * Numbing creams/sprays |
| 5. Legal requirements may include but not limited to: | * OSH act * NEMA regulations * Public Health Act Cap 254 * MCA 2015 * County by-laws * Labour laws * KRA act |
| 6. Recyclable supplies may include but not limited to: | * Aprons * Towels * Drapers |
| 7. Non-recyclable supplies may include but not limited to: | * Gloves * Applicator * Stencils * Wool |
| 8. Personal protective gears may include but not limited to: | * Aprons * Towels * Drapers |
| 9. Disorders on skin and hair may include but not limited to: | * Infectious * Bacterial * Fungal * Viral * Non-infectious * Allergies * Cuts * Bruises * Burns |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Communication skills
* People skills
* Time management
* Work culture
* Record keeping
* Telephone handling skills
* Complaints handling skills
* Conflict resolution skills
* Negotiation skill
* Analytical skills
* Problem solving
* Critical thinking
* Summarizing and paraphrasing
* Listening skills
* Observations skills
* Organizational skills

**Technical skills**

* Designing
* Artistry
* Balancing
* Posturing
* Product application
* Technology skills
* Shaving
* Threading
* Tweezing
* Waxing

**Required Knowledge**

The individual needs to demonstrate knowledge of:  Business operational resources

* Development of standard operating procedures
* Staff remuneration
* Principles of management
* Staff management
* Principles of hygiene and sanitation
* Consultation and client care
* Principles of skin and hair analysis
* Skin and hair anatomy and physiology
* Hair removal theory
* Product knowledge
* Supplies in hair removal
* Hair removal tools and equipment
* Waste management
* Environmental management requirements
* Ethical and legal issues in cosmetology

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of  Competency | 1. Assessment requires evidence that the candidate: 2. Identified and secured resource requirements for hair removal operations. 3. Allocated duties and supervised staff. 4. Allocated operational resources appropriately. 5. Developed and disseminated hair removal standard operating procedures. 6. Developed and implemented staff remuneration policy 7. Demonstrated understanding of legal framework of starting and running of a business enterprise. 8. Observedoccupational safety and health precautions in service delivery. 9. Demonstrated ability to use hair removal tools and equipment. 10. Consulted and negotiated with the client appropriately. 11. Appropriately conducted skin and hair analysis and acted 12. Demonstrated understanding of hair and skin disorders. 13. Used hair removal products and supplies appropriately. 14. Demonstrated abilities to perform various hair removal procedures correctly. 15. Demonstrated understanding of hair removal principles and procedures. 16. Managed and disposed waste appropriately. 17. Managed and stored recyclable supplies appropriately. |
| 2. Resource  Implications | The following resources must be provided:  2.1 A functional beauty therapy unit |
| 3. Methods of  Assessment | Competency may be assessed through:  3.1 Written test  3.2 Observation  3.3 Oral questioning  3.4 Interview  3.5 Project  3.6 Portfolio  3.7 Third party report |
| 4. Context of  Assessment | Assessment could be conducted:  4.1 On-the-job  4.2 Off-the-job  4.3 During industrial attachment |
| 5. Guidance information for assessment | Holistic assessment with related units in the sector is recommended. |

## MANAGE BEAUTY THERAPY OPERATIONS

**UNIT CODE:** COS/OS/BT/CR/08/6/A

**UNIT DESCRIPTION**

This unit covers the competencies required to manage beauty therapy operations unit. It involves planning and organizing beauty therapy unit operations, managing beauty therapy unit staff, overseeing and controlling beauty therapy unit operations.

This standard applies in Cosmetology industry.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the **key outcomes** which make up **workplace function**. | **PERFORMANCE CRITERIA**  These are **assessable** statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1. Plan and organize beauty therapy unit operations | 1. Laws for starting and operating a beauty therapy unit are adhered to as per legal requirements. 2. Organization’s ***operational resources*** are identified and their availability secured as per workplace policy. 3. ***Budget estimates*** are prepared based on the organizations operations. 4. Organizational structure is developed based on operations of the organization. 5. Operational resources are allocated based on the organization structure and activities. 6. Staff is recruited based on organizational structure and strategic objectives. 7. Workplace policies are developed and implemented based on organizations objectives. 8. Staff is allocated duties based on their competences and job description. 9. Organization’s standard operating procedures are developed and disseminated as per workplace policy |
| 2. Manage beauty therapy unit staff | 1. Inexperienced staff is oriented and inducted as per workplace policy. 2. Staff performance targets are set based on organization’s objective. 3. Staff supervision procedures are established as per workplace policy. 4. Staff performance is evaluated based on set targets and the Organization’s policy. 5. ***Staff records*** are maintained and updated as per workplace policy. 6. Staff adherence to standard operating procedures is monitored as 7. per workplace policy. Staff ***capacity building*** program is developed and established 8. based organization’s needs and workplace policy. 9. Staff is motivated and reprimanded based on workplace policy. |
| 3. Oversee beauty therapy unit operations | 1. Leadership is providedbased on situational needs. Operation products and supplies are acquired and stored as per workplace policy and manufacturer’s instructions. 2. Operation tools and equipment are acquired, used, maintained and stored as per workplace policy and manufacturer’s instructions. 3. Beauty therapy processes and procedures are adhered to as per workplace policy. 4. Operations are documented as per workplace policy and legal requirements. 5. Operations reports are prepared as per workplace policy. 6. Operational risks are identified, and mitigation measures put in place as per workplace policy. |
| 4. Control beauty therapy unit operations | 1. Control mechanismsare developed as per workplace policy. 2. Control mechanisms are implemented as per workplace policy. 3. Adherence to control mechanisms is monitored as per workplace policy. 4. Control mechanism are evaluated and reviewed based on the objectives of the organization. 5. Revenue performance of the beauty therapy unit is monitored based on organizational objectives. |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Operational resources may include but not limited to: | * Human * Financial * Infrastructural |
| 2. Budget estimates may include but not limited to: | * Revenues estimates * Expenditure estimates |
| 3. Legal requirements may include but not limited to: | * OSH act * NEMA regulations * Public Health Act Cap 254 * EMCA 2015 * County by-laws * Labour laws * KRA act |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Administrative
* Communication
* Interpersonal
* Negotiation
* Analytical
* Risk assessment
* Evaluation
* Monitoring
* Decision making
* Problem solving
* Accountability
* Time management

**Required Knowledge**

The individual needs to demonstrate knowledge of:  Business operational resources

* Development of standard operating procedures
* Staff management and remuneration
* Legal framework for business enterprises
* Principles of administration and management
* Budgeting
* Principles of accounting
* Principles of purchasing
* Storage of goods
* Stock control
* Standard operating procedures
* Operations control mechanisms
* Record keeping
* Performance management
* Risk and risk assessment

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of  Competency | Assessment requires evidence that the candidate:   1. Demonstrated knowledge of the legal framework on staring and operating a business enterprise. 2. Identified and secured availability ofdepartment’s operational resources. 3. Developed beauty therapy unit organizational structure. 4. Allocated duties and operational resources appropriately. 5. Established and implemented staff remuneration policy. 6. Developed and implemented standard operating procedures. 7. Oriented and inducted fresh staff appropriately. 8. Set performance targets and established supervision protocols. 9. Demonstrated knowledge of staff performance measurement and appraisal. 10. Maintained organization’s records appropriately. 11. Monitored staff adherence to standard operating procedures. 12. Established and implemented staff capacity building program. 13. Demonstrated understanding of leadership concepts. 14. Demonstrated understanding of staff motivation and sanctions 15. Demonstrated understanding of risk and risk assessment. 16. Prepared and documented reports. 17. Establishedand monitored operations control mechanisms. 18. Demonstrated understanding of control mechanisms. |
| 2. Resource  Implications | The following resources must be provided:  2.1 A functional beauty therapy unit |
| 3. Methods of  Assessment | Competency may be assessed through:  3.1 Written test  3.2 Observation  3.3 Oral questioning  3.4 Interview  3.5 Project  3.6 Portfolio  3.7 Third party report |
| 4. Context of  Assessment | Assessment could be conducted:  4.1 On-the-job  4.2 Off-the-job  4.3 During industrial attachment |
| 5. Guidance information for assessment | Holistic assessment with related units in the sector is recommended. |