

Salon Policies and Procedures

SHBBINF002

Maintain infection control standards

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NAIL AND BEAUTY COLLEGE

Bullying and harassment policy

Policy

The policy is to ensure that all students/trainees, staff, visitors and stakeholders socialise in an environment that is based on inclusivity and respect, and free from discrimination, bullying, harassment, including hazing and vilification, and sexual misconduct. The policy is to also ensure that students/trainees, staff, visitors, and stakeholders understand the College's required accountabilities, and complaint handling principles, including the necessity to afford natural justice to affected persons.

Scope

This policy covers anti bullying / discrimination / harassment within and external to the workplace through any medium. It applies to all staff, consultants, volunteers, visitors, students, apprentices, and stakeholders. The principles set out in this policy are intended to apply to any context involving the College.

Definition

Bullying is repeated, persistent, unreasonable behaviour by one or more people, directed towards a worker, or a group of workers, that creates a risk to their health and safety. This can include a range of behaviours over time. Bullying can be carried out verbally, physically or in writing (e.g. via email, internet chat rooms, instant messaging, and mobile phone technologies such as text messaging). Bullying can be directed in a range of ways in a workplace – downwards (from supervisors or managers to workers), sideways (between workers or co-workers) and upwards (from workers to supervisors or managers).

Within this definition:

a) unreasonable behaviour means behaviour that a reasonable person, having regard to all the circumstances, would expect to victimise, humiliate, undermine, or threaten

b) behaviour includes actions of individuals or a group, and may involve using a system of work as a means of victimising, humiliating, undermining, or threatening

c) risk to health and safety includes risk to the mental or physical health of the person. Examples of behaviour that could be bullying include:

- abusive, insulting, rude, offensive language including use of raised voice, berating behaviour
- intimidating, hostile or threatening behaviour
- humiliating someone through sarcasm or insults
- undue criticism
- spreading misinformation or malicious rumours
- deliberately withholding or denying access to information, supervision, consultation or resources that are necessary for effective work performance, resulting in detrimental effects to the worker
- setting unreasonable timelines or constantly changing deadlines
- excluding, isolating or marginalising a person from normal work activities
- unreasonably overloading a person with work, or not providing enough work

- setting tasks that are unreasonably below or beyond a person's skill level
- giving someone the majority of unpleasant tasks
- improper treatment in relation to accessing workplace entitlements, such as leave or training.

Discrimination refers to when someone is treated unfairly because they belong to a particular group of people or have a characteristic. In Australia it is unlawful to discriminate because of the following characteristics.

Note that protected characteristics differ between some States and Territories.

- Age
- Disability
- Industrial activity
- Employment activity
- Lawful sexual activity
- Marital status
- Physical features
- Political belief or activity
- Race (including colour, nationality, ethnicity, and ethnic origin)
- Pregnancy
- Religious belief or activity
- Sex
- Sexual orientation
- Parental status or status as a carer
- Breast feeding
- Gender identity
- Social origin
- Irrelevant criminal record
- Personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes

Unlawful discrimination may be direct or indirect

Direct Discrimination occurs if a person treats, or proposes to treat, someone with a protected characteristic less favourably or unfairly because of that attribute.

Indirect Discrimination refers to situations where treating everyone the same is unfair. It occurs when an unreasonable requirement, condition or practice that purports to treat everyone the same, or potentially, disadvantages someone with a protected attribute.

Harassment is unwelcomed or unreciprocated behaviour which makes a person feel intimidated, offended, or belittled in the workplace. Harassment is a form of unlawful discrimination. Harassment based on sex, race, or disability is also unlawful under Commonwealth laws and harassment such as physical assault can be a criminal offence. Examples of behaviour that could be harassing include:

- physical contact or requests for sexual favours
- persistent following (stalking)
- suggestive looks implying a sexual interest
- persistent verbal abuse or threats
- persistently disrupting an individual's work, workspace, equipment or interfering withtheir personal property
- jokes, derogatory or dismissive comments
- gestures that are insulting or belittling
- circulating, displaying written or pictorial material that is offensive or belittling

Sexual harassment

Sexual harassment is unwelcome conduct of a sexual nature, which offends, humiliates, or intimidates the person at which it is directed, regardless of intent. It does not include conduct occurring within a personal relationship of mutual attraction and/or friendship. Sexual harassment may occur in a single incident as well as a series of incidents. The harassment may be subtle and implicit, rather than explicit. This behaviour frequently involves an abuse of power and/or trust and is often directed at a person who is unable to stop the behaviour easily. The behaviour may occur either at the workplace, or outside the workplace at workplace-related functions. The respective genders of the two parties is not relevant.

Sexual harassment may consist of:

- unwelcome physical contact (e.g. touching, patting, or brushing against a person)
- leering, patting, touching or unnecessary familiarity
- demands for sexual favours
- offensive or demeaning comments, emails, jokes or innuendo
- unwanted sexual propositions or advances
- sending emails, text messages or mail that may be sexually explicit and offensive to either gender
- offensive telephone calls
- spreading rumours of a sexual nature about a person's private life
- offensive gestures, staring or displaying offensive material
- unwelcome or uncalled for remarks, questions or insinuations about a person's sexual activities or private life

Victimisation occurs where a person suffers or is threatened with any form of detriment after making a complaint.

Workplace Bullying

Workplace bullying, discrimination and harassment are not tolerated under any circumstances.

- Any employee, student or apprentice may complain about workplace bullying, discrimination, and harassment to the CEO.
- All complaints of workplace bullying, discrimination and harassment are treated seriously, promptly, and confidentially.
- All formal complaints of workplace bullying, discrimination and harassment are investigated fairly and impartially which include:
    - Action is taken to ensure that workplace bullying, discrimination and harassment stops.
    - Complaints are settled within the workplace whenever possible.
    - Unlawful discrimination can lead to legal proceedings under Anti-Discrimination legislation.

It is possible for a person to be bullied, harassed, and discriminated against at the same time. A student/apprentice shall not bully, harass, or discriminate against:

- Any staff of the College
- A contract worker of the College
- A member of the public

- Another student/apprentice.
- A student/apprentice must not bully, harass or discriminate against another student/apprentice, or a member of the Board or a member of a Committee of the College (who may not be a Board member) in the performance of his or her functions for the College.
- A Student/apprentice shall not victimise another person, or subject a person to any detriment because that person: -
    - has made a complaint under College Policies
    - has brought proceedings under College Policies
    - has, or proposes to, give evidence or information in connection with proceedings, under College Policies.

Associated documents

- Anti-Discrimination Act 1991
- Fair Work Act 2009
- Disability Discrimination Act 1992
- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Work Health and Safety Act 2011

Code of conduct policy

Purpose

To document the policy for the principles, standards, and practice of customer service that College Salon expects apprentices to provide to all customers.

Scope

This policy applies to all apprentices, including management of College Salon.

Associated documents

- Code of Conduct Policy Store Operations Procedure
- Store Operations Procedure

Definitions

Customer—Apersonwhobuysorisconsideringbuyinggoodsorservicesfrom CollegeSalon.

Policy

College Code of Conduct policy outlines the expectations regarding student/apprentice behaviour towards their colleagues, supervisors, visitors, and overall organization.

The management of College promote freedom of expression and open communication. But we expect all students/apprentices to follow our code of conduct.

They should avoid offending others, participating in serious disputes, and disrupting our workplace. We also expect them to foster a well-organized, respectful, and collaborative environment.

All students/apprentices must protect our company's legality. They should comply with all environmental, safety and fair dealing laws. We expect students/apprentices to be ethical and responsible when dealing with our company's finances, products, partnerships, and public image.

All students/apprentices should respect their colleagues.

The management of College won't allow any kind of discriminatory behaviour, harassment or victimization.

Students/apprentices should conform with our equal opportunity policy in all aspects of their work, from recruitment and performance evaluation to interpersonal relations.

Protection of company property

All apprentices should treat our company's property, whether material or intangible, with respect and care.

Professionalism

All students/apprentices must show integrity and professionalism in the workplace and while in the Training Salon.

Personal appearance

All students/apprentices must follow our dress code and personal appearance guidelines.

Grooming and appearance standards

The following regulations are to maintain the professional hygiene and safety standards within the College campuses. These salon standards are in place to ensure consistency in the image of the College. We are in the industry where appearance is directly related to our success. You represent College not only in your physical appearance but also in your attitude and manner. The public will respond to the image you reflect. A good look and positive attitude will result in strong results.

Presentation and professional image

Most businesses have a dress code and generally salons will project their image whilst taking workplace health and safety into consideration. An immaculate appearance leaves a good first impression, and it promotes confidence in both the client and the stylist. Workplace health and safely is also important. Setting the highest standards of professionalism starts with the way we feel about ourselves. This reflects through the image we present. The following rules apply to both male and female students as they are equally required to be neat and tidy and present images of acceptable grooming.

Hair

- Hair should be clean, maintained and styled for the fashion industry.
- Attention to style, cut and colour with no obvious regrowth.
- Hair and Facial hair must be groomed at all-times for today's industry standards.

Make-up

Make-up should enhance your professional and natural look.

Nails

Nails should be neat and a practical length.

Nails should be manicured and clean, with no chips.

Shirts

The shirt should be in good repair, no holes or rips or offensive slogans and no midriffs showing.

No singlets including gym wear.

Trousers

Colour: Black.

Black denim may be worn if they comply with other requirements.

In good repair, no holes, or rips.

No gym- wear.

Dress shorts and skirts

- Must be minimum knee length and tailored.
- In good repair, no holes, rips, or tears.

Shoes

- Clean vinyl/ leather upper with strong non-slip soles.
- Shoes to be in good repair, no holes.
- No open toes, no sling backs, no strappy sandals.
- Enclosed shoes always.
- Black lifestyle shoes are acceptable.

Undergarments

- Must not be seen under uniform attire.

Smoking & alcohol

- Smoke in outdoor areas (4 meters from the Building).
- The time to do this MUST NOT exceed the break time allocated.
- Smoking MUST NOT be detected on any students at any time and suitable precautions must be taken (e.g. breath freshener, deodorant/perfume and hands washed).
- College has a Zero tolerance for alcohol and drug use.

General information

- No mobile phones in classroom- no calls/text messages in classroom.
- Use breath fresheners and clean teeth regularly- always after eating and/or smoking.
- Chewing gum is prohibited.
- Please ensure you have deodorant/ body spray/ perfume while working over clients.
- Minimal jewellery can be worn, should be small enough not to interfere with the equipment or duties.

Training duties

All students/apprentices should fulfil their job duties with integrity and respect toward customers, stakeholders, and the community.

Absenteeism and tardiness

Students/apprentices should follow their schedules. We can make exceptions for occasions that prevent you from following standard working hours or days. But, generally, we expect you to be punctual when coming to and leaving the college.

Conflict of interest

We expect students/apprentices to avoid any personal, financial, or other interests that might hinder their capability or willingness to perform their training duties.

Collaboration

Students/apprentices should be friendly and collaborative. They should try not to disrupt the workplace or present obstacles to their colleagues' work.

Communication

All students/apprentices must be open for communication with their colleagues, supervisors or team members.

Standards to be observed in performing duties

In performing their duties, apprentices are expected to observe the following obligations:

- Protect and respect the rights and reputation of other apprentices and customers.
- Never partake in behaviour that could be perceived as harassment, intimidation, discrimination, bullying or threatening in any way.
- Avoid conflict of interest situations.
- Where the potential for a conflict of interest cannot be avoided, disclose the circumstances to your manager/trainer.

Commitment to clients

All apprentices are expected to:

- Always serve the best interest of the customers and provide the highest quality service possible. Always be friendly and professional with customers.
- Maintain clear and honest communication with customers.
- Maintain the confidentiality of customers.

Commitment to workplace

All apprentices are expected to:

- Project a professional image in behaviour, personal appearance and work environments.
- Always be friendly and professional with colleagues.
- Follow the Personal Hygiene Policy.
- Not use mind altering substances before or during work hours.
- Conduct business honestly and in compliance with the law, regarding financial matters, record keeping, and all other aspects of the business.

Maintain confidentiality of customers

- Always maintain confidentiality of customer details and deal with customers with tact and diplomacy.
- Always maintain the confidentiality of colleagues and deal with colleagues with tact and diplomacy. Ensure all customer records are stored securely and in the designated place.

Grievance and dispute settling

In the event of an apprentice having a grievance or dispute, the apprentice shall in the first instance attempt to resolve the matter with their immediate supervisor.

If the grievance or dispute is not resolved in the above way, the apprentice may refer the matter to the next higher level of management for discussion.

Workplace ethics

- All apprentices must conduct and present themselves in a professional manner.
- Apprentices are required to exercise integrity in relationships with customers and fellow colleagues. Apprentices must always conduct themselves in a way that is respectful of customers and other colleagues based on cultural differences and behaviour standards. Swearing or discriminatory language will not be tolerated.

Training

- All apprentices should only perform treatments and services that they have been properly trained to do, in order to avoid harm to the client.
- If an apprentice is in training to perform a treatment or service, the treatment or service must be observed by a properly trained staff member and the client must give consent to have the treatment or service performed by an apprentice.

Standards of customer service general principles

Throughout all contact with customers, colleagues and third parties, apprentices should aim to meet their needs through professional, courteous, and efficient service.

Apprentices will:

- Treat all customers and colleagues with respect and courtesy. Respect cultural differences of customers and colleagues.
- Actively listen to what customers have to say.
- Personalise the service to the needs and circumstances of each customer where practical. Respond to enquiries promptly and efficiently.
- Consult customers about their service needs.

Face to face meetings:

When apprentices meet customers face to face, they will:

- Greet them immediately by name if possible.
- Greet them with a smile and positive body language. Greet them in a polite, professional, and friendly manner.
- Always be sensitive to individual differences by remaining formal, respectful, and polite.
- When greeting customers, always ask them how you may help.
- If client cannot be serviced immediately, acknowledge the client, and tell them you will be with them shortly.
- Always Maintain a warm and inviting atmosphere for the client. This includes, being polite, friendly and professional always, monitoring the temperature of the store, keeping positive relationships between colleagues, maintaining a clean and tidy work environment, keeping noise to a minimum and observing the Personal Hygiene and Dress Code Policy.
- Farewell clients using the clients name and positive body language.
- Always say thank you and goodbye when fare-welling customers.

Telephone

Throughout all contact with customers on the telephone, staff will:

- Answer the telephone within three rings.
- Greet the customer warmly and with a “smile” in your voice.
- Remain polite, professional, and friendly always.
- Identify yourself, the name of the business and ask the caller how you can help.
- When taking a message from a caller, apprentices will note the date and time of the call, the
- caller’s name and contact number and the details of the message.
- Who the message is for, must be included in the details.

Sales

- All purchased products must be paid for at time of purchase by either credit card, EFTPOS, or cash in Australian currency.
- All sales must be conducted in accordance with the Store Operations Procedures.

Customer complaints

In the event of a customer complaint. Apprentices will:

- Always treat complaints with a high level of customer service and take opportunities to turn incidents of client dissatisfaction into a positive experience for the customer.
- Always treat the customer with respect and courtesy. Listen to what the customer has to say.
- While listening to the complaint, use open and positive body language.
- Be sensitive to the customer and consider the complaint on its merits, paying care to individual differences and needs.
- Ensure all evidence for the complaint is collected.
- Acknowledge the complaint when you have collected all evidence.
- If it is deemed the complaint has originated through the fault of College Salon or any

products that have been sold by College Salon, resolve the complaint immediately by refunding, repairing or exchanging the product or service.

- Complete documentation for complaint and gives to supervisor. If the complaint cannot be resolved, contact your supervisor. Keep all complaints confidential.
- Follow up all complaints with an email to ensure customer satisfaction one week after the complaint has been resolved.
- If a customer becomes abusive or physically threatening, remain calm and professional, remove yourself from the situation and seek assistance from your supervisor.

Customers with special needs

- Ensure you treat all customers with special needs or requirements fairly and with courtesy and respect.
- Make every effort to accommodate customers with special needs or requirements.
- If you cannot accommodate customer with special needs or requirements, ask for assistance from other staff members or supervisor.

Lines of communication

If the apprentice of College Salon does not understand the requirements of this policy, the lines of communication are as follows:

- First go to other colleagues that may understand workplace requirements.
- Second line of communication is shift supervisor.
- Third line of communication is Store Management.

If there are problems or issues relating to staff or customer service requests or requirements, the lines of communication are as follows:

- First line of communication shift supervisor.
- Second line of communication Store Management.
- If your shift supervisor is not available (leave, sick etc.), identify and approach the person acting in that role or the next person in the organisational chart who has responsibility to assist with any clarification of roles, staff or customer related issues.

Environment protection policy

Purpose: to document the policy for environmentally sustainable work practices.

Scope: this procedure applies to management and apprentices of college salon.

Associated documents



Definitions

Environmental Hazard: The use of resources or work practices that could have a negative impact on the environment.

Policy

It is the responsibility of College Salon to select a Waste Assessment Team to assess and implement the following:

- Identify environmental and resource efficiency issues.
- Collect available data on resource use.
- Identify and characterise waste streams.
- Evaluate data collected on resource use.
- Identify options to reduce resource efficiency issues.
- Prepare a report and plan of action.
- Report plan of action to Management of College Salon for approval.
- Start implementing plan of action after approval has been given.

It is the goal of College Salon to:

- Reduce waste production and environmental hazards by selecting a Waste Assessment Team.
- It is the responsibility of employees and apprentices of College Salon to:
- Report environmental hazards to Management who will inform Waste Assessment Team.

Procedures for environmental protection minimise waste

- Only stockpile waste if this enables more cost-effective recycling.
- Avoid accumulation of unnecessary items.
- Employees/apprentices are to be responsible for the waste they produce.
- Employees/apprentices are to be educated in environmentally sound disposal of waste.

- Follow the Environmental Waste Disposal Policy when disposing of waste.

Reusing and recycling

- Where possible reuse materials.
- Recycle all recyclable materials according to the Environmental Waste Disposal Policy.

Spills

- All spills must be disposed of correctly according to the Environmental Waste Disposal Policy.

Conserving energy

- Turn off lights and equipment when they do not need to be operating.
- Minimise the use of hot water when it is not needed
- Keep doors closed to maximise heating and cooling efficiency.

Conserving water

- Determine the minimum volume of water you need.
- Ensure all taps are turned off properly and not dripping.
- Turn off hoses at hairdressing basins when not in use.

Preserving waterways

- Ensure chemicals are not washed down the sink.

Reporting

- If an apprentice notices an environmental hazard, apprentices should take all steps to remove the hazard immediately, providing there is no risk to Work Health and Safety (WHS).
- If apprentice cannot remove the hazard or notices any breaches of this Policy, apprentice should report the environmental hazard to management by completing the Corrective Action Report Form.

Housekeeping policy

Purpose

To document the policy for housekeeping to ensure safe, hygienic, and environmentally sustainable management of normal operations.

Scope

This Policy applies to work areas (Point of sale, treatment areas, storage areas, hazardous goods, walkways, fixtures, and display areas) which always must be kept CLEAN, UNCLUTTERED and SAFE.

Maintaining and cleaning work areas

- All apprentices will work towards maintaining their workplace and common areas in the workplace in a clean and orderly manner. All work areas must be kept in a safe and uncluttered manner.
- All tools, equipment and any other workplace items must be stored in their designated places and not left in common areas.
- All work surfaces must be cleaned with disinfectant spray at the beginning and end of each day during the opening and closing routine and during the day as needed (ensuring that customers and other staff are not inconvenienced).
- Individual work areas are to be kept clean, tidy, and uncluttered to ensure that work activities may proceed in an orderly and efficient manner.
- To keep work area tidy, all items must be put back into their designated places after use.
- Waste from work areas must be disposed of immediately according to the environmental waste disposal policy.
- All materials used for cleaning work areas must be placed back in their designated areas so that they can be found easily by work colleagues.
- All point of sale areas such as counters and benchtops must always remain tidy and uncluttered.
- All walkways, aisles and exits must be kept free of debris and uncluttered and in accordance with WHS Legislation. These should be vacuumed or swept at the beginning and end of each day and as needed during the day (ensuring that customers are not inconvenienced).
- All walkways and hard floor areas must be mopped at the end of every day according to WHS Legislation and the Safe Work Policy.
- Storage areas must be kept clean and organised and in accordance with the Safe Work Policy.

Storage of equipment

- All equipment used for cleaning the general salon area and equipment used for treatments must be put back into designated places after use to ensure cleanliness of the salon area and to ensure it can be found by other staff easily.
- All equipment must be stored in accordance with the manufacturer instructions.

Cleaning and maintaining equipment and consumables

- Electrical equipment such as point of sale equipment and equipment used for treatments must be wiped down with a damp cloth. Electrical equipment must not have disinfectant solution sprayed directly on to the equipment.
- Check all electrical cords prior to using ALL electrical equipment. Ensure that there are no visible faults and that test tags are in date.
- All equipment must be kept in a clean and good working condition.
- All equipment, including equipment used for cleaning must be used and cleaned according to
- the manufacturer's instructions and by following the Safe Work Policy.
- Vacuum cleaner dust containers or bags should be emptied after every use where practical. All consumable materials must be refilled or replaced after use.
- All equipment, materials and consumables must be stored in their designated areas. Mops must not be stored on the ground or in buckets.

Health and hygiene

- All re-usable equipment used for services must be sanitised or sterilised according to the Health and Hygiene and Skin Penetration Guidelines.
- All work areas used for services must be cleaned after the service according to the Health and Hygiene and Skin Penetration Guidelines.
- All employees/apprentices are expected to abide by Health and Hygiene and Skin Penetration Guidelines when carrying out cleaning duties in order to satisfy the requirements of insurances, licenses and registration of the premises.

Shelving and displays

- Shelving, fixtures, display areas and all stock they contain should be cleaned and dusted monthly.
- Shelved items must be placed in an orderly manner and arranged so that the items cannot easily fall.
- When dusting and cleaning shelving or displays, only remove the products from one shelf at a time. Items on shelves must not be placed in front of shelves so that employees/apprentices must climb or reach over these items in order to reach the shelves.

Using cleaning chemicals and disinfectant solutions

- Always wear appropriate PPE when handling chemicals.
- All cleaning chemicals must be used and stored according to Manufacturer instructions.
- All disinfectant solutions must be diluted according to the Manufacturer's instructions.
- Follow the Safe Work Policy when using hazardous chemicals.

Waste disposal

- All waste must be sorted and disposed of according to the Environmental Waste Disposal Policy.
- All waste must be removed from treatment areas and reception area immediately and if unable to be disposed of immediately (such as cardboard boxes) must be stored in storage area in a safe manner until it can be disposed of.

- All treatment and contaminated waste must be disposed of according to the Health and Hygiene and Skin Penetration Guidelines.

Spills

- Liquid spills must be cleaned up immediately and in accordance with the Safe Work Policy.

Merchandising policy

Purpose

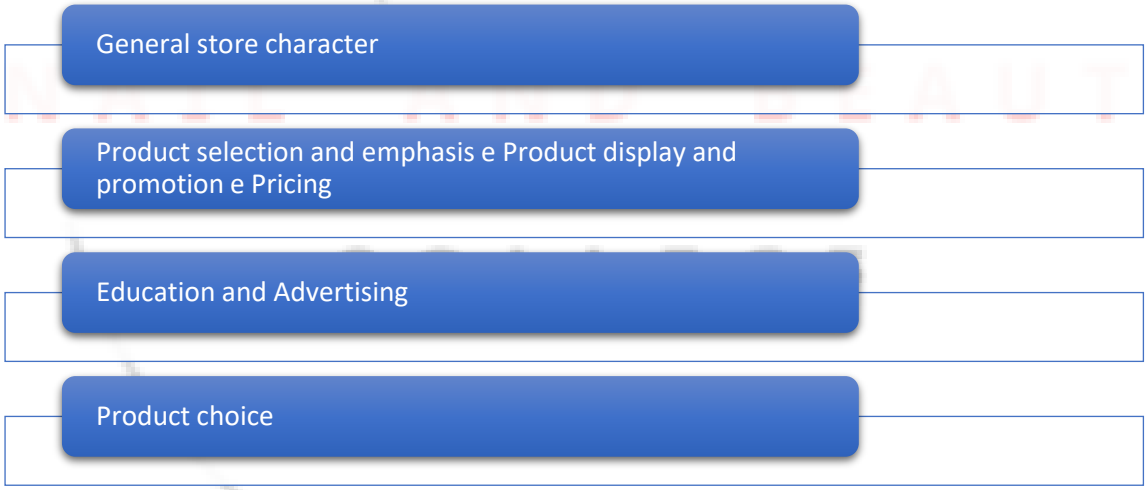
To document a framework within which product choices and display techniques can be used to maximise retail sales.

Scope

This policy applies to all apprentices of College Salon that are responsible for merchandising stock.

Definitions

Merchandising includes:



Associated documents



General store character

- All merchandising needs to be in line with the standards of the organisation as outlined in the Visual Merchandising Manual.
- The focus of all merchandising should be of a high-quality standard.
- All store merchandising must be in line with the image of the store.
- All store merchandising must follow the elements of design which are balance, size, colour, focal point,
- lighting and simplicity.
- When choosing a merchandising theme, props and colour, they must be in similar shade and design to advertising materials and catalogues.

Product emphasis

To emphasize a product means to give it a more prominent position in the store and to make efforts to increase its sale. This can be done by:

- Displaying product in a prominent position and according to the visual merchandising plan.
- Price the product at a lower mark-up than other items not being emphasized.
- Promoting information about the item and ways to use it to customers.
- Providing a new product display area.

Upacking merchandise

- Before unpacking merchandise, check over the box to ensure there is no damage or leakage of products. If damage is found, report to supervisor.
- Use box cutters to open the box in a safe fashion.
- Handle all stock according to stock characteristics. For example, fragile merchandise should be handled with care.
- Always unpack merchandise in a place where stock will not get damaged or create a safety hazard. Validate all merchandise against the purchase order to ensure all stock is received. If stock is missing, contact supervisor.
- Identify any damaged stock, mark the stock as damaged on the purchase order, put the stock aside, and report to supervisor.
- Store all merchandise according to manufacturer instructions.

Pricing of products

- All products on displays must be individually labelled with the correct price according to legislative requirements. All prices for retail products must be in accordance with the recommended retail price listed by the manufacturer.
- All prices must be attached to the bottom of the packaging of products.
- Any marked down items must have old price labels removed and products must be individually labelled with the marked down price.
- If the price on the store floor does not match the price when scanning the barcode, the customer should always receive the displayed price on the shop floor.

Location of display areas

- Display area should be in accordance with the visual merchandising plan.
- Always follow WHS legislation when choosing location of display areas.
- Display areas should not be blocking walkways or aisles.
- Display areas should always be in areas of focal points for customers and easily accessible in order to emphasize products.

Building and rotation of displays

- All products must be displayed in a straightforward and uncluttered manner.
- Displays must be built in accordance with manufacturer instructions and only used up to their load bearing capacity.
- Displays should be only used for one month and then a new display must be built.
- Displays may be rotated monthly to other areas of the store and should never stay in the same position in the store for more than a month.
- If a display has been rotated to a new area of the store, a new display must be created and replace the rotated display in the old location.

Maintenance of displays

- Displays should be replenished as needed and at the beginning and end of every day with old products at the front of the display and new products positioned at the back.
- Displays should be wiped over and cleaned of dust every day.

Use of displays



Merchandise range

For each cosmetic brand, the apprentice performing merchandising duties must ensure that ten examples of every retail product the store stocks and sells is displayed on store shelving for customers to see and buy.

Personal hygiene and dress code policy

Purpose

To document the policy for the personal hygiene expectations for all employees/apprentices.

Scope

This policy applies to all employees /apprentices of College Salon. If employees/apprentices do not adhere to this policy, disciplinary action may be taken.

Personal hygiene

All apprentices are expected to:

- Turn up to work in clean, ironed, dark coloured clothes if working in the Salon.
- All apprentices must wear black, enclosed shoes.
- Hair should be tied back off the face.
- Shower every day with soap.
- Maintain dental hygiene and brush teeth before work to avoid bad breath.
- Have clean, maintained nails.
- Wear deodorant to avoid body odour.
- Maintain personal hygiene throughout the day by washing hands and wearing deodorant.
- Wash hands before performing a service on a client according to hand washing procedure in Health and Hygiene Guidelines.
- Wash hands after going to the bathroom, handling food or beverages, blowing nose, smoking, and performing any other duties that may cause hands to be carrying bacteria.
- Apprentices must not smell of cigarette smoke. Deodorant or perfume and breath mints must be used after smoking.
- Use hand sanitizer before performing a service on client.

Dress code

- All Salon apprentices must wear clean, dark coloured clothes.
- All Salon apprentices must wear clean, black, enclosed shoes.

Returns and refund policy

Purpose

To document the policy for customer returns and refunds.

Definitions

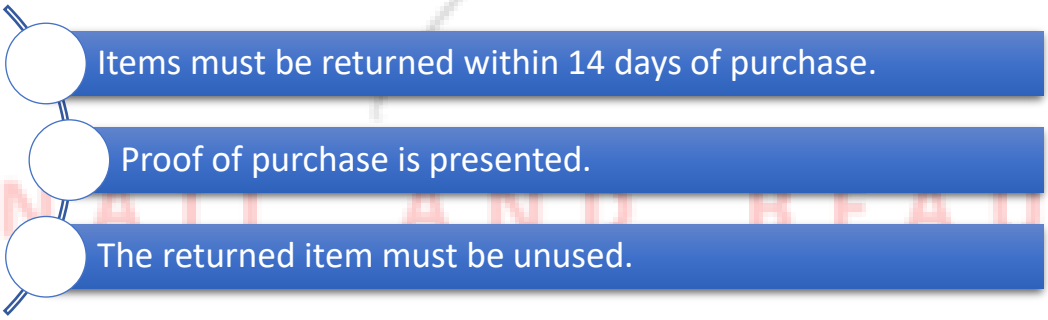
Nil

Associated documents

Competition and consumer ACT 2010 Point of Sale Transactions Procedures

Change of mind

If a customer changes their mind about a product they have purchased, the purchase price can be refunded, or the goods exchanged under the following conditions:



Faulty items

If an item is faulty, wrongly described or different from the sample shown then legal obligations shall be met by refunding the purchase price, exchanging the product or providing a store credit note providing the item is returned within a reasonable time and with proof of purchase.

Documentation

Complete a Merchandise return form and follow Point of Sale Transaction Procedures to issue the refund.

Safe work policy and procedures

Purpose

To document the policy for Safe Work practices to ensure the health, safety and welfare of all apprentices and customers**.**

Scope

This policy applies to work areas and work activities to maintain a safe working environment by removing or reducing work related risks and ensure all work activities are performed safely.

Cleaning

Cleaning should always be used prior to disinfection and sterilisation to remove debris and foreign matter from a tool or piece of equipment. Hot soapy water should be used. Tools and equipment should be dried with a lint free cloth prior to disinfecting and sterilisation.

Disinfection

The chemical or thermal treatment of tools and equipment that have not been contaminated with blood or body fluid to reduce and remove infectious agents from tools and equipment.

Sterilisation

The use of radiation, heat, or steam to remove all infectious agents from tools and equipment. Must be used for any equipment contaminated with blood or body fluid or for re- useable equipment used to penetrate the skin.

Associated documents

- SDS - Safety Data Sheets
- Housekeeping Policy
- Work Health and Safety State and Territory regulations
- Skin Penetration Guidelines

Safe work policy

Responsibilities

Management is responsible for providing and maintaining:

- A safe working environment
- Safe systems of work
- Facilities for the welfare of workers
- Any information, instruction, training, and supervision needed to make sure that all workers are safe from injury and risks to their health.
- Personal protective equipment
- Ensure that the Work Health and Safety ACT and Regulations that apply to working conditions and work environment are observed and enforced.

Apprentices are responsible for:

- Ensuring their own personal health and safety and that of others in the workplace according to Work Health and Safety Legislation for all insurances to be valid.
- Complying with safe work practices with the intent of avoiding injury to themselves and others. Wear personal protective equipment and clothing when necessary
- Comply with any direction given by management for health and safety.
- Not misuse or intervene with anything provided for health and safety.
- Identify hazards and take remedial action if this does not pose a risk to the health and safety of the apprentice, or others in the workplace.
- Report all accidents and incidents on the job immediately, no matter how trivial. Report all known or observed hazards to supervisor or manager.
- Participating in consultative processes when asked to do so by management.

Safe work procedures formal risk assessments

- Formal risk assessments must be carried out when new beauty treatments, hair services or equipment are introduced to the salon or when asked to do so by management.
- A risk assessment form with the assessed risk must be completed for any identified hazards and submitted to management.
- Apprentice may be required to participate in consultative processes for hazardmanagement.
- If the apprentice identifies hazards in the normal course of performing duties, follow the procedure for dealing with workplace hazards.

Reporting of workplace incidents

An incident report form must be completed for any of the following incidents in the workplace and submitted to management:

- All accidents, even where injury has not occurred
- Injuries
- Emergencies
- Dangerous incidents
- Severe allergic reactions of products

Pre-start checks

Always conduct pre-start checks prior to using equipment. The following procedures should be followed when conducting pre-start checks:

Tools and equipment

- Ensure there are no faults in the tool or piece of equipment to be used.
- Ensure the correct piece of equipment or tool is used to perform the task.
- Ensure all tools and equipment have been sanitised or sterilised according to Health and Hygiene and Skin Penetration Guidelines.

Electrical equipment

- Always ensure electrical equipment is turned off prior to conducting the pre-start check.
- If the equipment has been tested and tagged, ensure it is within the testing date range.
- Check for faults in the equipment such as frayed cords or buzzing sounds.
- Ensure power boards are not overloaded.
- Ensure the area is free of hazards, such as water or flammable chemicals.
- Always start the equipment in accordance with the manufacturer instructions.

Dealing with workplace hazards

- First rule when dealing with workplace hazards - Never put yourself or others at risk to control a hazard. Always ask for assistance from your supervisor if the hazard is beyond your scope of responsibilities or will pose a risk to health and safety of yourself and others to control the hazard.
- When a spill has been identified, display signage straight away if this does not put yourself or others at risk.
- Wear personal protective equipment when dealing with the hazard, where appropriate.
- Eliminate the hazard if possible if the elimination does not pose a risk to your safety or the safety of others.
- In the case of faulty electrical equipment, remove the item from service, tag the item as

faulty and store it in the designated area.

- Report all hazards to your supervisor or workplace safety representative by completing page three of the risk assessment form (complete risk assessment does not need to be carried out for identified hazards during course of normal working day).
- Ensure to work in compliance with Hazard Management Procedures QS018.

Maintaining work areas

- All exits and walkways must be kept clear of debris, blockages, and clutter.
- Work areas should be cleaned and maintained in a way that does not interfere with apprentice or customer safety.
- Storage areas must be kept well organised and in a way that does not create a hazard trying to access stored items. Items in storage areas must not be stacked on top of each other higher than 1 metre.
- Heavy items in storage areas must be kept on lower levels.
- Shelving and display areas should not be overstocked, and items should be placed in a safe position so as not to create a hazard by falling on employees/apprentices or customers.
- When cleaning shelving, do not place items in a place that could cause a hazard to employees/apprentices or customers.
- Apprentice must follow the manual handling industry code of practice when maintaining work areas, especially when using cleaning equipment such as mops and vacuum cleaners.

Using and maintaining tools and equipment

- Always conduct a pre-start check prior to using tools and equipment. Use all tools and equipment according to manufacturer instructions.
- Maintain all tools and equipment according to manufacturer instructions.
- Remove any tool or piece of equipment that is not in good working order, tag equipment as faulty and report to manager.
- Employees/apprentices must follow the manual handling industry code of practice for the State or Territory they are working in when using tools and equipment, especially when using cleaning equipment such as mops and vacuum cleaners.
- When dealing with electrical equipment, follow electrical safety policy below.

Infection control

- All apprentices are expected to use standard and transmission-based precautions to minimise the risk of infection.
- All apprentices are to wear appropriate personal protective equipment to minimise the risk of cross infection. All non-intact skin is to be completely covered with a waterproof dressing prior to performing treatment.
- All apprentices are expected to follow Personal Hygiene Policy.
- Skin Penetration Guidelines must be followed when carrying out skin penetration procedures or for any equipment that has accidently penetrated the skin.
- All sharps that are to be disposed of, must be disposed in the Sharps container.
- All cleaning of instruments must flow from the dirty to clean zone (and sterile zone where appropriate) to avoid cross contamination.
- All clean tools and equipment must be stored in the clean area of the workplace to avoid

cross contamination with dirty tools and equipment.

- All cleaning areas should be wiped over and disinfected prior to cleaning tasks being carried out and after the completion of cleaning tasks.
- All re-usable equipment that has not been used for skin penetration must be cleaned and disinfected after use according the Health and Hygiene Guidelines.
- All re-usable equipment that has become contaminated with blood or body fluid must be sterilised according to the Health and Hygiene Guidelines.
- Any waste containing blood or body fluids must be disposed of into the clinical and related waste bin.
- Thermal disinfection can be used for equipment that can handle high temperature in water. The water must be at 80 degrees Celsius and be thermally disinfected for a period of 10 minutes.
- Where thermal disinfection is not appropriate, all tools and equipment must be chemically disinfected according to manufacturer specifications. An alcohol solution should be used for metal implements to avoid rust and a hospital grade disinfectant should be used for all other tools and equipment according to the manufacturer instructions.

Electrical safety

- Always conduct a pre-start check prior to using any electrical equipment.
- Use all electrical equipment according to manufacturer instructions.
- Remove or replace electrical cords with exposed wires or faults, tag equipment as faulty and report to manager using hazard report form.
- Follow the Hazard Management Procedure for faulty equipment if you have identified an equipment fault.
- Do not overload power boards.
- All electrical equipment is to be tested and tagged every twelve months with the date it was
- inspected.
- Do not run electrical leads across floors. Try to keep cleaning duties such as vacuumingto
- opening and closing times. If unavoidable, ensure you carry out procedure in a safe way that will not cause harm to other apprentices or customers.
- Inspect all electrical equipment every day during opening procedure.
- Do not have water near electrical equipment.
- Report all incidents of electrical malfunctions, including short circuits, overloaded circuits to management.

Dealing with chemicals including hazardous chemicals

- Always wear Personal Protective equipment provided when using chemicals.
- Read Safety Data Sheet (SDS) prior to using any chemical.
- Use all chemicals according to Manufacturer instructions.
- Read warning labels and HAZCHEM labels to ensure you are using chemical safely
- Store chemicals in their designated place.
- When disposing of chemicals, solidify with absorbent material and place in airtight container in
- general waste. Do not throw down the sink.
- All apprentices must follow the managing hazardous chemicals code of practice when dealing with hazardous chemicals.

Follow emergency procedures

In the case of an emergency, all apprentices must follow the Accident and Emergency Procedures.

Participate in consultative processes

- All employees/apprentices must participate in consultative processes for managing risks in the workplace when asked to do so by management.
- WHS consultation meetings may happen in a group or individually.

Salon quantities and measurements policy

Purpose

To document the policy for salon quantities and measurements so that the treatment is performed in a manner which minimises waste and is profitable for the salon.

Associated documents

- SDS - Safety Data Sheets
- Health and Hygiene Regulations
- General Services Policy

Procedure

- Perform treatment according to the General Services Policy.
- Perform the service attempting to stay within the following guidelines for product quantities and measurements.

Product measurement

- Shampoo-10c piece
- Conditioner-20c piece
- Tint for Regrowth-20grams
- Lightener for Half head foils-30grams
- Serum-5c piece
- Leave in Cream-10c piece
- Mousse-1 pump
- Developer for regrowth-20grams

NOTE: Check with Salon manager if you believe a service is going to use more product than indicated in the above table.

Salon time management policy

Purpose

To document the policy for salon services so that the treatment is performed in a manner which is typical for the service and profitable for the salon.

Associated documents

- SDS — Safety Data Sheets Work Health and Safety Act
- Health and Hygiene Regulations General Services Policy

Procedure

1. Perform treatment according to General Services Policy.
2. Perform the service staying within the following guidelines for treatment times.

Hair Services

Minimum and Maximum Times Salon Apprentices

- Regrowth Tint Colour - 15mins
- Semi-Permanent Colour - 20mins
- Hair Cut - 45mins
- Blow dry - 30mins
- Haircut with Blow dry - 60mins
- Half Head Foils - 45mins

NOTE: If a client has learning or physical disabilities or their English is not fluent the maximum times may be exceeded. Check with Salon manager if you believe a service is going to take more time than indicated in the above table.

When booking clients, the relevant time above must be marked out in the appointment software system for the appropriate therapist/hairdresser, with an extra 10 minutes added for cleaning duties after treatment.

No appointment should be made with a shorter time than specified to avoid overbooking and customer waiting times.

Cash handling and store security policy

Purpose

To document the policy for cash handling procedures and maintaining security in the store.

Definitions

POS means point-of-sale terminal

Associated documents

Point of Sale Transaction Procedures

Store Operations Procedures

Policy

All employees/apprentices are expected to ensure security of the store in the following areas:

Cash handling

- Always store all cash in secure designated area.
- Cash draws at point-of-sale terminals must never be left open unless atransaction is being processed.
- Access to point-of-sale terminal must be restricted to authorised personnel.
- Clear point-of-sale and transfer tender every two hours or when cash in register exceeds $800.
- When removing and transporting cash, always proceed to the secure designated area with one other person.
- Never leave an active point-of-sale terminal unattended or out of clear view.
- When balancing the register, ensure it is done at the end of the day and all outside doors are locked.

Balancing register

- If errors in reconciliation of takings come to the amount of less than $20, fill out a reconciliation form and give it to your supervisor.
- If errors in reconciliation of takings come to an amount of more than $20, contact your supervisor who will investigate the matter.

Environmental waste disposal policy

Purpose

To document the policy for waste disposal to ensure safe, hygienic and environmentally sound management of normal operations.

Scope

This procedure applies to sinks, rubbish disposal areas and client treatment areas.

Associated documents

- SDS - Safety Data Sheets
- Safe Work Policy Housekeeping Policy
- Salon Quantities and Measurement Policy
- Environmental Protection Legislation
- Work Health and Safety (WHS) Legislation Health and Hygiene Regulations
- Health and Hygiene Regulations

General and treatment waste

- Appropriate waste disposal is the responsibility of all apprentices.
- Waste should be removed from all work areas promptly and according to WHS Legislation and Health and Hygiene Regulations.
- In the case that waste can't be disposed of promptly such as in the case of disposing of boxes from a delivery of product orders, remove waste from reception or service areas and store in storage area safely until waste can be disposed of.
- All general waste must be sorted into cardboard boxes, recyclable materials and general waste such as food scraps, treatment waste and consumables.
- Cardboard boxes are to be flattened down and disposed of in the designated area for cardboard waste.
- Recyclable materials are to be disposed of into the recycling bin.
- General waste and treatment waste should be disposed of immediately into the lined waste bin and be emptied at the end of every day and as needed during the day.

Chemical and hazardous waste

- Wear appropriate Personal Protective Equipment (PPE) when dealing with chemical or hazardous waste (read Safety Data Sheet for appropriate PPE).
- Diluted detergents and disinfectants may be disposed of down the sink and flushed with at least 30 seconds of running water.
- Solvents such as methylated spirits are NOT to be disposed of down the sink.
- When disposing of solvents, solidify with absorbent material and place in airtight container/plastic bag and put into general waste bin.

Sharps

All disposable sharps MUST be disposed of in the Sharps container.

Clinical waste

Any waste that contains blood or body fluids must be disposed of in the bin labelled clinical and related waste.

Excess product from treatments or services

- Any product that is being used on a client must NOT be returned to the original container.
- To avoid waste, follow the Salon Quantities and Measurement Policy.
- Once removed from the container it must be disposed of in accordance with the manufacturer instructions.

NOTE: If in doubt of how to dispose of any item consult with management.

Water waste minimisation

- Any leaking taps are to be reported to management immediately.
- Taps should not be left running unnecessarily.
- Water use should be measured to avoid overuse.
- Fill sink with an amount of water that is appropriate for the cleaning task being undertaken. Avoid overfilling sink.
- Avoid washing equipment under a running tap.
- Always turn hoses off at the hairdressing basin when not in use.

Power minimisation

- Do not leave electrical equipment turned on when not in use.
- Turn off lights when not in use.
- All non-essential electrical equipment is to be turned off at the end of the workingday.

Social media policy

Purpose

To provide guidelines for appropriate engagement with social media to assist in ensuring you do not compromise yourself or College Salon.

Scope

This policy applies to all employees/apprentices of College Salon.

Definitions

Social Media is any online platform or application that allows collaboration, communication and/or interaction. These platforms and applications are included but not limited to the following:

- Social networking sites: e.g. Facebook, LinkedIn, Myspace, Google+
- Video and photo sharing sites: e.g. YouTube, Vimeo, Instagram, Flickr

- Blogging and Microblogging sites: e.g. Word press, Blogger, Twitter, Tumblr, Snapchat
- Wikis: e.g. Wikipedia

Associated documents

- Bullying and Harassment Policy
- Code of Conduct Policy

Social media principles

The following principles act as a guide to help you determine the appropriate use of social media. These principles apply when engaging with social media in relation to both practical use of social media, and to your responsibilities as an apprentice of College Salon:

- Familiarise yourself with the College Salon Code of Conduct Policy.
- Do not post anything on behalf of College Salon unless you are authorised to do so.
- Always maintain confidentiality of College Salon's information and respect the privacy
- and reputation of others.
- Always seek written consent prior to using other people's information (such as logos, images, photographs, or trademarks etc. excepting photos shared on social media where a credit is posted alongside the content).
- When referencing information or content, where possible, provide a link back to the source.
- Only authorised College Salon spokespeople can respond to complaints or criticisms about the Company on any public site to ensure fact-based responses.
- Be positive, courteous, respectful, and constructive in all interactions on social media, and when you are referring to College Salon and its employees/apprentices or customers.
- When discussing College Salon or related matters on the Internet, you must identify yourself and your role at College Salon. Always ensure you make it clear whether what you are saying is your own opinion, or that of the Company's. For example, if you create a blog about beauty and mention you work at College Salon, you should use a disclaimer such as "The content on this site is my own and does not necessarily represent the position or opinions of College Salon."
- Youare personally responsible for the content you post on social media. Always remember that once you have posted it on the Internet, it is almost always viewable by the public and can be near impossible to remove it completely.

Breach of policy

Certain conduct is inappropriate at any time when you are online, including in a personal capacity.

It is important to remember that social media platforms are public forums and there may be implications in your actions, either by College Salon or legally, if you engage in any of the following:

- Harassment, Discrimination or Bullying
- Illegal or Unethical Behaviour
- Breaches of Confidentiality
- Privacy

Under no circumstances should offensive or derogatory comments be made about College Salon, your colleagues, employers, customers, or any third parties on the Internet. This may amount to

cyber- bullying and could be deemed a disciplinary offence.

Circumstances where use of social media may result in disciplinary action include but are not limited to the following:

- Using social media to bully, harass or discriminate against work colleagues, customers and/or third
- parties
- Posting of defamatory content on social media
- Posting workplace disputes or grievances on social media
- Using offensive language or posting offensive content on social media
- Disclosure of confidential information or intellectual property on the sites; or
- Serious and/or repeated breaches of this policy.

Apprentices who engage in breach of policy, even outside the workplace, may be liable to face disciplinary action. Failure to comply with this policy may result in disciplinary action being taken against apprentices up to and including termination of employment.

Material posted by others

If you see any content which you believe is inappropriate in relation to College Salon or its employees/apprentices on social media, you should inform the Salon Manager. You are not to respond on behalf of the Company unless authorised to do so.

college salon social media code of conduct

Harassment, Discrimination and Bullying

- Do not discriminate against people due to their race, gender, religion, sexual preference, or any other perceived difference.
- Do not engage in conduct online that may humiliate or offend colleagues, employers, customers, suppliers, or any other third party.
- Illegal or Unethical Behaviour
- Always respect copyright, intellectual property and privacy laws.
- Do not use College Salon logos or trademarks without pre-approval.

Privacy

- Do not discuss College Salon's confidential information.
- Do not disclose other people's or company's confidential information (including colleagues, customers, suppliers, and all other third parties).
- Only disclose publicly available information about College Salon.

Cash handling and store security procedures

Purpose

To document the procedures for cash handling and maintaining security in the store to avoid the risk of personal harm to employees/apprentices and other staff and theft of money and merchandise.

Definitions

- POS means point-of-sale
- POST meant point-of-sale terminal ASSOCIATED DOCUMENTS
- Point of Sale Transactions Procedures Store Operation Procedures
- Fair Trading Act

Procedures

All apprentices are expected to ensure security of the store in the following areas:

Cash handling

- Always store all cash in the secure designated area.
- When counting money, ensure it is not done in clear view of customers or the generalpublic.
- Cash draws at POST must never be left open unless a transaction is being processed.
- Avoid being distracted when cash draw is open.
- Always maintain security of the register by never leave the key in the register draw when it is closed.
- Never leave cash outside the cash draw when the draw is closed.
- Access to the POST must be restricted to authorised personnel only.
- Clear POST and transfer tender every two hours or when cash exceeds $800.
- When clearing the POST, always leave the float of $300 in the POST.
- Cash cleared from the register must be transported immediately to the secure designated area.
- Always take care of your own safety when transporting cash. If you feel unsafe, transport cash with another staff member.
- Never leave an active POST unattended or out of clear view.
- When balancing the POST, ensure it is done at the end of the day and all outside doors are locked.

Balancing register

- If errors in reconciliation of takings come to the amount of less than $20, fill out a reconciliation form and give it to your supervisor.
- If errors in reconciliation of takings come to an amount of more than $20, contact your supervisor who will investigate the matter.

Security of eftpos machine

- Ensure EFTPOS machine is never left unattended.

- Store EFTPOS machine in secure designated place.

Shoplifting procedures

If apprentice suspects a person of shoplifting or sees an act of shoplifting, apprentices are expected to:

- Observe the suspected shoplifter and inform other staff members if possible.
- Approach the suspected shoplifter upon leaving the store and ask to look in their bag. If the apprentice feels nervous or unsafe approaching the suspected shoplifter, ask another member of staff for assistance or call security.
- Always treat the suspected shoplifter in a polite, discreet, yet firm and professional manner.
- If suspected shoplifter refuses to cooperate, explain that the store has a right under the Fair-Trading Act to inspect bags. Show the customer the sign on the front door.
- If suspected shoplifter still refuses to cooperate, call management or security.
- If it is determined suspected shoplifter has stolen merchandise report to security and police.
- If at any point during these procedures, the suspected shoplifter becomes aggressive or physically
- threatening, remove yourself from the situation and call security or police.

Missing and stolen products procedures

As soon as it is discovered that merchandise, equipment, or money is missing or has been stolen, notify management immediately.

- If you see another staff member or know of another staff member stealing stock or acting suspiciously. Do not approach or question the staff member yourself. Report the incident straight to management.

Security of products on stock floor

- Ensure all display cabinets containing stock are only opened to remove stock for sales and are immediately re-locked.
- All keys for cabinets should be stored in the secure designated place.
- Stock rooms should always remain locked and only be accessed by staff members who have received appropriate training.

External contractor security

- External contractors should not be allowed into stock room unless supervised by a member of staff.
- External contractors should be treated in a similar manner as customers when it comes to the security of cash and equipment.

Customer service and sales procedures

Purpose

To document the requirements for customer service and sales procedures so that staff effectively apply selling techniques and tools in order to achieve sales objectives and profitable growth.

Scope

These procedures apply to apprentices of College Salon that are involved in the sale of products and services.

Associated documents

- Customer Service Policy and Procedures
- Safe Work Policy and Procedures
- Australian Consumer Legislation
- Point of Sale Transaction Procedures

Sales performance

Staff are expected to achieve the agreed sales target/objectives which are set by your manager by:

- Controlling merchandise quantities.
- Maintain good relationships with customers by following the Customer Service Policy and Procedures.
- Sell promotions to appropriate customers.
- Keeping product knowledge up to date.
- If unsure about the details of a product, refer customers to the product specialist.
- Confirming product knowledge with other staff members.
- Identifying sales opportunities.
- Always trying to make sales of complementary products or services to customers without being “pushy.”
- Sell add on products and services.

Customer service

- Greet customer according to Customer Service Policy and Procedures.
- Question customer accordingly to identify their needs and requirements.
- Recommend appropriate products and services according to client requirements and client budget.
- Identify and acknowledge customer objections.
- Offer Solutions to customer objections.
- Advise client on proper use of products including any safety requirements of products and adverse
- reactions.
- Perform sale according to Point of Sale Transaction Procedures.

Product recommendations

- All apprentices have an ethical duty to ensure they give correct and appropriate advice when giving product recommendations to clients.
- If an apprentice does not have appropriate product knowledge, apprentice should refer customer to product specialist.

Consumer law

- Always provide customers with accurate and truthful information about products and services.
- Accurate prices must be displayed clearly for all product
- Customers are entitled to repair, refund or exchange outlined in the Returns and Refund Policy.

Emergency and critical incident procedures

Purpose

To document the procedure for apprentices to follow when dealing with an emergency.

Scope

This procedure applies to all apprentices and visitors and covers the actions that must be taken by various personnel from the time of incident or emergency is detected.

It is clearly recognised that each emergency will have its own features that cannot be completely anticipated here. This document gives the general structure for the management of a variety of foreseeable emergency situations.

Associated documents

Work health and Safety Legislation

Definitions

Emergency - is an unplanned or imminent event that affects or threatens the health, safety or welfare of people, property and infrastructure and which requires a significant and coordinated response.

Emergency Management - is the coordination of an emergency response and management of recovery. The aim of emergency management is to minimise the physical and psychological impacts on all parties and assets.

Critical incident - is an unexpected, traumatic event, involving personal or professional threat which evokes extreme stress, fear or injury.

Associated personnel

- First aid personnel
- Work Health and Safety Officer
- Personnel responsible for evacuation procedures
- Nominated fire warden
- Nominated first aid officer

Procedure fire

- Inthe event of a minor fire incident where there are no naked flames and it is safe to put out, then attempt to do so using an extinguisher or fire blanket if you are confident and trained to do. Report the incident to the fire warden.
- If the fire is significant, do not attempt to put the fire out. You should trigger the fire alarm.
- Regardless of whether you trigger the alarm or hear the alarm, immediately evacuate the building, following evacuation procedures and proceed to evacuation point.
- Your fire warden will contact the appropriate emergency services and take a role call to ensure everyone has safely evacuated the building.
- If you have knowledge of the cause of the fire, contact your fire warden.

Evacuation

- In the event of an alert to evacuate, either verbal or by alarm proceed in an orderly fashion along designated routes to the designated assembly area.
- When evacuating, walk, do not run. Running is slip, trip or fall hazard which could lead to serious injury during an evacuation.
- Use the nearest available exit and do not use elevators. Leave belongings behind.
- Ensure assistance is provided to anyone having difficulty and people with disabilities or special needs.
- Personnel responsible for evacuation procedures will register staff attendance and customers on the premises at the time of evacuation.
- Remain at the assembly area until advised by the Work Health and Safety Officer and/or emergency personnel that it is safe to return to the premises.

Physical threat or hold up situation

- In the event of an aggressive person, try to calm the person, acknowledge their feeling of frustration and ask them to explain their needs.
- If the aggressive behaviour continues, try to leave the situation and seek assistance.
- If the person is becoming increasingly aggressive or threatens violence, withdraw from the situation immediately.

- In the event of a hold up situation, assume the offender is armed and that any firearms are loaded. Comply with instructions given by the offender, doing no more or less than what you are told to do and answer all questions asked.
- Do not attempt to disarm the offender.
- Take mental notes of details about the offender and any items that are touched by the offender.
- If it is safe to do so, raise the alarm.

Electric shock

- Minor shocks
- If you or someone else suffers from a mild electrical shock, you should report the incident to your manager or supervisor. Incidences of static electrical shocks do not need to be reported, unless they are a frequent occurrence when using electrical equipment for treatments.
- If the mild shock has happened from faulty equipment, then the equipment should be removed from use until it has been properly tested. A hazard report form should be completed and given to manager or supervisor.
- Complete an incident report from and give it to your manager or supervisor.

Severe shocks

Check the area of the incident carefully. If the person being shocked is still in contact with the electrical source, do not touch them. If possible, turn off electricity at the power box. Never use water, even if there is a fire, as water can conduct electricity.

If possible, turn the electricity off at the power box, the circuit breaker or the fuse box. Call emergency services.

Follow first aid and medical emergency procedures.

First aid and medical emergency

- If a person is seriously injured or ill, phone an ambulance immediately. Call out to other staff for help and to the nominated first aid officer.
- Stay with the injured or ill party if safe to do so. Never put yourself at risk of harm to stay with the injured party.
- Send someone outside to flag down the ambulance.
- For less serious incidents contact the first aid officer who can manage minor incidents such as cuts, bruises and grazes by using the first aid kit.
- Always follow first aid instructions listed on Safety Data Sheet (SDS) for any chemical accidents of incidents.
- For any first aid or medical emergency, complete an Incident Report Form.

General services procedures

Purpose

To document the procedures for all beauty and hairdressing services provided so that the service adheres to Work Health and Safety Legislation and Health and Hygiene Regulations and produces the required result for the client.

Definitions

Personal protective equipment means gloves, apron and goggles.

Associated documents



Procedure

Preparation of service area

- Prepare service area in accordance with Health and Hygiene and/or Skin Penetration Guidelines and Work Health and Safety Legislation.
- Ensure service area has been cleaned and sanitised by spraying and wiping with disinfectant.
- Ensure all products, tools and equipment needed for the service are set up and available in the treatment room/service area, prior to the service beginning.
- Prepare service area ensuring it is clean and tidy and all tools and equipment to be use dare sanitised or sterilised (according to Health and Hygiene and/or Skin Penetration Guidelines) prior to use.
- All disposable tools and equipment should be available in appropriate quantities needed for the service and set up in the treatment room/service area, prior to the service beginning.
- Ensure any tools used for skin penetration have been sterilised.
- Service area should be set up with clean linen for every client, including disposable table mats and bed sheeting where appropriate.
- Ensure a lined waste bin is easily accessible for all services. All waste containing blood and body fluids is to be disposed of into the clinical and related waste bin.

Preparation of client

- All new clients are to complete a consultation form.
- Returning clients are to check over existing consultation forms and confirm everything is still correct.

- To prepare the client, perform a client consultation to understand the client's desired outcome from the service. Establish that there are no contra-indications present that would prevent the service.
- If there are any contagious contra-indications present that will prevent service, explain to the client that the service cannot be performed. Do not diagnose the contra-indication and refer the client to a medical practitioner.
- Determine if there are any contra-indications present that may cause you to have to alter the service. Develop a treatment/service plan applicable to the service that is required by the client.
- Ensure the client is gowned correctly before proceeding with the service.

  Gowning procedure for hair service:

  - Open the gown: Hold the gown open and help the client step into it.
  - Secure the gown: Fasten the gown at the back or neck, making sure it is securely in place and covering the client's clothing completely.
  - Check for comfort: Make sure that the gown is not too tight or too loose, and that the client is comfortable. If necessary, adjust the gown so that it fits properly.
  - Commence the service: Once the client is comfortably gown, you can start the hair service.

Preparation of hairdresser

- Ensure you follow the Personal Hygiene and Dress Code Policy prior to carrying out any services.
- Prior to performing any service wash your hands using warm water and the correct handwashing technique according to Health and Hygiene Guidelines.
- Ensure any non-intact skin is covered with a waterproof dressing.
- Use appropriate personal protective equipment prior to commencing service, such as single use, disposable gloves, aprons and protective eyewear (if needed).

Service performance

Perform the service staying within the guidelines of the salon time management policy.

Perform the service staying within the guidelines of the salon quantities and measurements policy. Always ensure your client's comfort is maintained throughout the service by observing the client's reactions to the service and asking them if they are comfortable.

Health and hygiene

All apprentices are expected to abide by Health and Hygiene and Skin Penetration Guidelines when performing treatments in order to satisfy the requirements of insurances, licences and registration of the premises.

Evaluation of service and providing post treatment advice

- Check with the client that the service has delivered the desired outcome. Perform any reasonable adjustments to the outcome that the client requires.
- Record the service outcome on the treatment/service plan and any adjustments made.

- Give the client post treatment/service advice and advice on homecare.
- Always attempt to sell appropriate products to clients after all services.
- Record any products purchased on treatment/service plan.
- After service is completed, attempt to rebook the client for the same or a new service.

Cleaning equipment and service area

- Ensure all disposables are put in the waste bin in accordance with Health and Hygiene Regulations and the Environmental Waste Disposal Policy.
- Ensure all non-disposable tools are removed for disinfection or sterilisation according to Health and Hygiene Regulations.
- Ensure all disposable sharps are disposed of according to Health and Hygiene Regulations in the sharps bin.
- Wipe down the service area with a disinfectant solution.
- All linen must be cleaned after every client, according to the linen cleaning roster.

Procedure for client comfort and safety for hair services

- Before starting any hair styling services, conduct an initial consultation with the client. This can include a discussion of the client's needs, expectations, and any medical conditions or allergies that may affect the hair styling process.
- Using gowns and towels to protect the client's clothing is a standard practice in the hairdressing industry. Gowns should be clean and free of any holes or tears, while towels should be freshly laundered and free of any stains or odours.
- When using chemicals such as hair colour, follow proper safety procedures to avoid contact with the client's skin or eyes. This can include using protective gloves and eye shields and taking appropriate precautions to avoid skin irritation or allergies.
- A clean and sanitised work environment is essential to ensuring client comfort and safety
- To avoid fatigue and injury, maintain proper posture and adjust the height of the client's chair to the appropriate level. This can include using a chair with adjustable height and armrests, as well as using proper techniques for reaching, twisting, and bending to avoid strain.

Work Health and Safety Procedures for hair services

This procedure outlines the steps and guidelines for maintaining a safe and healthy work environment for hairdressers and clients while providing hair styling services. The procedure is designed to ensure that all employees understand the importance of health and safety in the workplace and are equipped with the knowledge and skills to perform their work safely and efficiently.

Apart from following the procedure for the client's comfort and safety while providing the hair services, the hairdresser needs to ensure the following to ensure Work health and safety at the workplace.

- Adequate lighting to perform their work effectively and safely. This can include natural lighting or artificial lightings, such as overhead lamps or task lighting, to ensure that the work area is well-lit and free of shadows.
- All employees must undergo regular training on work health and safety procedures and best practices for using styling tools, chemicals, and equipment. This training should include

hands-on instruction, as well as regular refresher courses to ensure that employees are up to date on the latest safety procedures and techniques.

- In the event of an injury or accident, it is important to report the incident immediately to the manager or supervisor. This will ensure that appropriate action is taken to prevent similar incidents from occurring in the future and to ensure that all employees and clients are protected.

Hazard management procedures

Purpose

To document the procedure for apprentices to follow when dealing with a potential hazard

Definitions

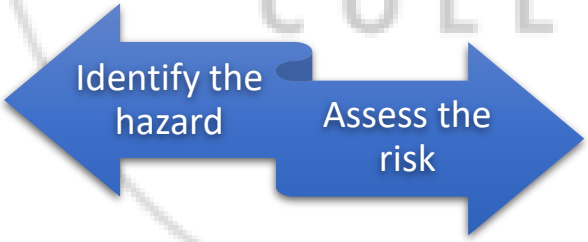
Hazard means anything that could cause injury.

Risk is the possibility that harm to a person may occur when exposed to the hazard.

Associated documents

Work Health and Safety Legislation Safe Work Policy

Procedure



Procedure for dealing with spill

- Before cleaning any spill, always assess the risk in cleaning the spill. Never put yourself or others at risk to clean a spill. If it is unsafe to clean a spill, such as water on an electrical source, notify management immediately.
- In the case of a spill of liquid, food or other substance, display signage immediately.
- Wear appropriate Personal Protective Equipment to clean spill.
- If the spill is a hazardous substance, follow the Safe Work Policy section in dealing with chemicals and hazardous substances. This means clean the spill using absorbent paper and dispose of in a plastic bag in general waste.
- If the spill is a flammable substance, look for any sources of ignition and remove them. If

there is any electrical equipment nearby turn it off immediately.

- If the spill is not a hazardous substance, eliminate the spill by sweeping, mopping or cleaning.
- If you are unsure of the contents of the spill, always treat the spill as hazardous.
- Fill out an incident report form and either fax, email or give it to management.

Procedures for blood or body fluid spills

- Ensure any non-intact skin is covered with waterproof dressing.
- Wear single use gloves, apron, and protective eyewear to protect self from infection risks. Soak up blood or body fluid using paper towels.
- Dispose of paper towels immediately into clinical and related waste bin.
- Wash affected areas with warm water and detergent and bleach solution using 1:4 diluted bleach. Rinse and dry affected areas using paper towels.
- Dispose of paper towels into clinical and related waste bin. Dispose of gloves into the clinical and related waste bin.
- Wash hands thoroughly and pat dry.
- Report incident using incident report form to supervisor

Procedure for dealing with contaminated needle stick or sharps injury

- This procedure should be followed for any unintended skin penetration event by an instrument that has or may have been contaminated by blood or body fluid. Examples are needles, scissors, tweezers, etc.
- If the instrument is disposable, dispose of the instrument that caused the injury safely in a Sharps container.
- If the instrument is not disposable, remove the instrument that has caused the injury to a safe non- sterile area.
- If the unintended injury has occurred in an area on a person that is clothed, gowned, or gloved, remove the garment where possible and place in a safe, non-sterile area.
- If this is not possible, remove the garment as much as practical so that it does not continue to touch the affected area of the body.
- If the affected area of the body is bleeding, allow bleeding to occur for approximately 1 minute and handle blood, blood containing drapes or towels, using appropriate personal protective equipment.
- Remove any blood contaminated drapes or towels to safe and non-sterile area in accordance with blood spill procedures.
- As soon as practically possible wash the affected area with soap and running tap water.
- If you are treating yourself, apply antiseptic to the area, followed by a clean dressing.
- If you are treating someone else suffering a stick injury, obtain and wear a fresh pair of gloves and then apply antiseptic, followed by a dressing to the affected area.
- Report the incident to your supervisor.
- The affected person should then seek the advice of a medical professional as soon as possible for blood and any other relevant testing.
- Within 24 hours of the stick incident a Confidential Stick Injury form must be completed and lodged.
-

In the case of faulty equipment

In the case of faulty equipment, remove the equipment from use. Tag the equipment as faulty and include the following information on the tag:

- The problem with the equipment
- The date the equipment was removed from use
- Name of the person who found the fault
- Name of the person the faulty equipment has been reported to
- Date the faulty equipment was reported.
- Once the equipment is tagged, store it in the storage area.
- Report the fault to management immediately either face to face, email or by completing a faulty equipment form.

Manual handling

- Identify any manual handling risks and use appropriate control measures.
- Use correct manual handling techniques to lift objects under 10 kilos.
- Do not lift objects over 10 kilos, or any weight that is uncomfortable for you to lift without
- assistance.
- Apprentices must engage in consultative processes with management in regarding manual handling
- hazards in the workplace.
- Report manual handling risks to management or safety representative using Hazard/Risk Report form.

Point of sale transactions procedures

Purpose

To document the procedures for various point-of-sale transactions

Definitions

- EFTPOS means Electronic Funds Transfer at Point of Sale
- PIN means Personal Identification Number
- POST means point-of-sale terminal

Associated documents

- Store security Policy
- Safe Work Policy

Procedure

- All financial transactions must be recorded through the POST.
- All point-of-sale equipment must be used in accordance with the Safe Work Policy and the manufacturer instructions for the piece of equipment.

Procedure for cash transactions

- Enter the amount owing for the goods or services into the POST.
- When customer purchases goods or services, verbally state the price.
- Identify with the customer how they would like to pay.
- Check that the amount of cash given is correct for the price of goods or services.
- Place the cash on top of the register.
- If change is needed, count out the correct amount of change to the client.
- After change is given to client, place cash in register.
- Give client the printed receipt.
- Follow the store security policy when handling cash.

Procedure for eftpos sales

- When customer purchases goods or services, verbally state the price.
- Identify with the customer how they would like to pay.
- Swipe EFTPOS card through EFTPOS terminal.
- Enter EFTPOS ID code.
- Enter the purchase amount.
- Askclient to enter the account type into EFTPOS terminal.
- Ask the client to check the amount and enter their PIN.
- Give client the printed receipt.
- Store workplace EFTPOS transaction receipt in register.

Procedure for credit card sales

- When customer purchases goods or services, verbally state the price.
- Identify with the customer how they would like to pay.
- Check that the credit card is accepted by the store.
- Enter EFTPOS ID into terminal.
- Enter purchase amount.
- If client is using pay pass, ask them to touch the card to the screen.
- If the client is using a PIN number, ask them to enter the PIN number into the EFTPOS terminal.
- Give the client the printed receipt.
- Store the credit card transaction receipt in the register.

Procedure for returns and refunds

- Customer must provide proof of purchase for any return to the store.
- Explain the refund policy and procedures clearly to the customer.
- Confirm refund requirements and options for exchange with customer.

- If the return is for faulty equipment and the fault is minor, fill out repair form and send to
- manufacturer for repair.
- If the return is for faulty skincare or haircare products or equipment with major faults, exchange the item where possible.
- If exchange is not possible, issue a credit note to the store.
- If customer is not happy with credit note, then issue a refund following manufacturer instructions for EFTPOS terminal.
- Complete a merchandise return form and put a copy in the register for till balancing purposes and give a copy to your supervisor.

Apprentice counselling and disciplinary procedures

Purpose

To provide a guide to the application and management of disciplinary action for unacceptable performance or misconduct. The nature of the apprentice's performance or behaviour will determine the stage of the disciplinary process to be applied.

Scope

This procedure applies to all apprentices. Nothing in this procedure prevents College Salon from undertaking an alternative process where the matter is regarded as serious misconduct**.**

Definitions

Unacceptable performance is when an apprentice's performance remains unacceptable following a reasonable period given for performance improvement. Misconduct is when an apprentice breaches their obligations under their contract. Examples of misconduct include, but are not limited to:

- Breaches of policies, codes of conduct and other reasonable instructions.
- Unauthorised absence from the workplace.
- Inappropriate use of College Salon property and facilities.
- Serious misconduct is when an apprentice breaches their obligations under their'contract' to an extent that it is reasonable for College Salon to discontinue their apprenticeship. Examples are, but not limited to:
- Threatened or actual assault of another staff member e Serious conflict of interest
- Serious or repeated bullying, abuse, or sexual harassment of another apprentice
- Serious failure to observe Safe work Policy

Associated documents

- Code of Conduct Policy
- Personal Hygiene and Uniform Policy
- Safe Work Policy
- Work Health and Safety Act
- Fair Work Act

Procedure

Establishment of Facts

As part of the process to establish the facts, supervisor may:

1. Assess any relevant documentation.
2. Interview other apprentices who may have knowledge of the apprentice's behaviour.
3. Document what has occurred.
4. Once all documentation has been collected, the supervisor will meet with the apprentice concerned.

Informal counselling

Informal counselling of an apprentice will normally occur when, in the supervisor's opinion, the apprentice's behaviour is such that formal disciplinary action is not appropriate.

At the informal counselling, the supervisor will:

- Provide details of the behaviour of concern
- Provide the apprentice with an opportunity to respond to the concern.
- Work with the apprentice to find acceptable solutions to the issue.

Formal counselling

Formal counselling of the apprentice will normally occur when the apprentice has previously been counselled informally, but behaviour has not improved.

At the formal counselling, the supervisor will:

- Provide details of the behaviour of concern
- Provide the apprentice with an opportunity to respond to the concern

After the formal counselling, the supervisor will prepare a written record of the meeting and plana subsequent discussion with the apprentice to review their behaviour.

Formal warning

A formal warning will be given to an apprentice when:

- The apprentice has previously been counselled formally, but behaviour has not improved to the standard required.
- The apprentice's performance remains unacceptable following a reasonable period for improvement.

Process for termination of training

If after the formal warning stage of this procedure and within a reasonable period there is still no or insufficient improvement in the apprentice's performance, the supervisor will contact the manager of College Salon.

The apprentice shall be advised of the process in writing and given an opportunity to respond. The student/apprentice will be given the opportunity to appeal the decision made.

If termination of Training Contract is approved by the PEO, the apprentice will be provided with written communication confirming the termination of their Training Contract.

Stock control procedures

Purpose

To document the procedures and processes for management and control of stock in accordance with relevant regulations and legislations.

Scope

These procedures apply to all apprentices of College Salon that are responsible for stock management.

Definitions

Stock is the merchandise kept on the premises of College Salon and used for services and retail sales. Stock can refer to existing stock and delivery of new stock.

Associated documents

- Work Health and Safety Legislation (WHS)
- Safe work Policy
- Manual Handling Code of Practice

Procedures when handling stock

When handling stock, ensure to adhere to the following:

- Work Health and Safety Legislation
- Manual handling industry code of practice
- Safe Work Policy

Receiving bay

- The receiving bay is to be used solely for the purpose of receiving and dispatching of goods.

- The receiving bay must always be maintained in an orderly manner.
- This area must be cleaned as needed or at least once a week by wiping over shelving and sweeping and mopping floor.
- When stock is delivered to the receiving bay, apprentices should ensure the correct number of boxes have been delivered and sign the delivery documentation.
- Do not accept items that are not documented and never allow for signing for orders that are incomplete.
- When stock is delivered to the receiving bay, apprentices are required to act promptly to move stock out of the receiving bay and distribute the stock to the appropriate store department.
- The receiving bay is never to be used as a storage area.
- Once stock has been moved out of receiving bay to the appropriate store department, apprentices must follow receiving stock procedures before stock goes onto store floor or into storage.
- The receiving bay must be maintained in line with Work Health and Safety Legislation which includes ensuring walkways and exits are not blocked.
- Apprentices must follow the manual handling code of practice when maintaining the receiving bay.

Receiving stock

- Sign the receiving order.
- Unpack merchandise according to WHS legislation and the Manual Handling Code of Practice.
- Follow Safe Work Policy when unpacking merchandise and do not attempt to lift merchandise that is uncomfortable for the apprentice to lift or over 10 kilos. Ask for assistance in either of these cases. All equipment used for unpacking merchandise must be used in accordance with Work Health and Safety Legislation and the manufacturer instructions.
- All equipment used for unpacking merchandise must be placed back in the designated area after use.
- When goods have been safely unpacked, validate merchandise against the purchase order and record the incoming stock by scanning with the bar code scanner.
- Inspect all items received for damage, quality and use-by-dates and follow the procedures for incomplete orders, out-of-date or damaged stock below.
- Once the purchase order has been validated, give the delivery documentation to your supervisor.

Product quality standards

- All goods should be received in undamaged, unopened packaging and not be out of date.
- If packaging is found to be damaged or tampered with, or products are out of date, follow the procedures for damaged stock below.
- If products have been damaged whilst in storage or on displays, remove products from use and notify supervisor.

Incomplete orders, incorrect, out-of-date or damaged stock

- If orders are incomplete, mark the missing products on the purchase order and notify supervisor.

- If you find damaged stock when unpacking merchandise, put the damaged stock in the designated area, mark off as damaged on the purchase order and notify your supervisor.
- If stock is out of date, mark the out of date stock on the purchase order and notify your supervisor. Out of date stock should never be sold to customers and must be returned to manufacturer.
- If stock is incorrect, mark the incorrect stock on the purchase order and notify your supervisor.
- All delivery documentation should be given to your supervisor after goods have been validated.
- Any out-of-date, missing or damaged stock should be reported to your supervisor when you hand over delivery documentation.

Ticketing stock

- Electronic labelling and ticketing equipment must be used and maintained according to the manufacturer instructions.
- Labelling and ticketing equipment must be stored according to manufacturer instructions and in the designated area. Equipment must be replaced in this area immediately after use so that other staff
- members can access the equipment easily.
- All stock on store floor must be priced according to the recommended retail price and include GST. All pricing labels are to be priced on the underside of product containers.
- When performing stock rotation, check pricing labels for damage. If there is damage on label, remove it and replace the pricing label with the appropriate price.
- If prices on a product change or go on sale, the old price labels must be removed immediately, and products are to be individually labelled with the new price.

Storage of stock

- Excess stock that is not used for displays or on the store floor should be stored in its correct location in the storage area and stored according to the manufacturer instructions.
- All stock should be stored in order of use by date, with the oldest dates being at the front and the newest at the back of the storage draw or shelf.
- If stock has been damaged in storage, remove the stock from storage, place in the designated area for damaged stock and notify supervisor.
- Store all hazardous substances according to the Safe Work Policy, Safety data sheet (SDS) for the chemical and in the designated storage area for hazardous substances.

Rotation of stock

- When placing new stock on displays or shelving ensure new stock is placed at the back and old stock is placed at the front.
- Check use by dates of stock every two weeks.
- If you find out-of-date stock, remove from display, put aside and notify supervisor who will dispose of the product.
- Out of date stock should never be sold to customers and must be disposed of.
- Record out-of-date stock under the waste column on the Stock Record Sheet and give the sheet to your supervisor with the out-of-date stock.

Stock replenishment

- All stock on visual displays must be replenished with stock from the storage area as needed during the day and at the beginning and end of every day.
- When replenishing stock, ensure stock levels are placed in a way that creates a fully stocked and balanced appearance.
- Do not overcrowd or overstock displays.
- When replenishing stock, always ensure old stock is positioned towards the front of the display and new stock at the back of the display.
- Always ensure products are placed on shelves in line with the correct pricing and barcode labels for the product.
- Never place a product in the wrong area on the shelf.

Dispatch of stock

- All stock to be dispatched must be packed securely to avoid damage.
- All stock to be dispatched must have a Delivery Dispatch form completed that is clear and easy to read.
- The delivery dispatch form must be attached to the top of the packaging of stock to be dispatched in clear view.

Store operation procedures

NAIL AND BEAUTY COLLEGE

Purpose

To document the procedure for apprentices to follow for normal store operations.

Scope

This procedure applies to all employees who are responsible for opening and closing the store and operating point-of-sale equipment.

Associated documents



Definitions

POST — Point of Sale Terminal

Opening procedure

- Turn on lights and air conditioning/heating.
- Turn the computer on.
- Take the cash from the safe and set up the POST as per procedure below.
- Wipe down benches and point-of-sale area.
- Ensure all work areas are clean and free of debris.
- Ensure walkways and aisles are clean and free from clutter or hazards.
- Put out open sign and open front door.

Point-of-sale procedures opening point-of-sale terminal

- Log in to POST with login ID.
- Take change float from the safe and put it into the register.
- Ensure there is enough change in the change float available for the day.
- If not, notify supervisor who will organise a bank run.
- Ensure there is always a float of $300 in the register.
- The change float for each point-of-sale terminal must be kept separate from the takings to be banked.
- The float must remain constant.
- Complete the cash float record sheet and place the following denominations into the till.
- Ensure there are adequate supplies of point-of-sale merchandise available.
- If point-of-sale merchandise is running low, notify supervisor who will order more.
- Ensure that the cash float is maintained throughout the day and that denominations are replenished if they are running low.
- If change is taken out of the safe during the day to maintain the float, complete a change form.
- Any change you remove from the safe must be replaced by clearing the till.

Recording transaction errors

- If an error is made when completing sales transactions, it should be rectified immediately and if possible fixed on the spot.
- If the error cannot be fixed immediately, a transaction error report form must be filled in with the details of the error.
- Take a copy of the form and place it in the point-of-sale terminal so the register can be balanced. Give a copy of the transaction error report form to your supervisor.
- If the error is a large one, contact your supervisor immediately.

Clearing point-of-sale terminal

- Point-of-sale area needs to be cleared every two hours, or when tender in register reaches over $800.
- When clearing point-of-sale terminal ensure store security policy for cash handling is adhered

to.

- Separate non-cash tender from cash tender.
- Separate cash float from takings.
- Count takings and complete takings banking form.
- Ensure cash float goes back in to register.
- Transfer takings to designated secure area.

Balancing point-of-sale-terminal

- Balance the register at the end of the day and according to Cash Handling and Store Security Policy. Separate the cash float from the total day's takings and return it to the designated secure area.
- Perform a register print out.
- Reconcile takings and separate cash documents from non-cash documents.
- Transport all cash and non-cash documents to secure designated area.

Closing point of sale terminal

- After the point-of-sale terminal has been balanced and reconciled and all cash removed, close the point of sale terminal.
- Log out of the point-of sale terminal.
- Shut down the computer.
- Ensure all cash draws have all cash removed and are locked.

Closing procedure

- Turn air conditioning/heating off.
- Ensure safe is locked.
- Wipe down point-of sale area with disinfectant spray.
- Vacuum store.
- Mop store.
- Ensure all work areas are clean and free of debris.
- Ensure all walkways are clean and free of debris.
- Bring open sign in.
- Turn off lights.
- Lock doors.

Answering phone, scheduling appointments and record keeping

Phone answering procedure

- Answer calls before the third ring.
- Give greeting "good (morning or afternoon)" College Salon.
- State your name.
- Ask "How may I help you."
- Record and promptly pass on messages to the relevant person using the telephone message pad. Perform relevant action for the call e.g. take booking.
- Perform follow up action as necessary.

Passing on messages

- Pass on all messages either by telephone or other means of communication as soon as practically
- possible.
- All messages MUST be passed on by the end of the working day.

Scheduling appointments

- All appointments should be made in accordance with the Salon Time Management Policy.
- When making appointments by phone, always find out who the caller is prior to making the appointment.
- If the person making the appointment is a repeat client, pull their record up on the store computer system to make the appointment.
- If the person making the appointment is a new client, always obtain the following details in order to schedule the appointment: name, surname, mobile phone number.
- Always schedule an extra 15 minutes on to appointments to allow for customer consultation and for
- cleaning up after treatments and services.
- When entering appointments into the store computer system or manually, always confirm the appointment with the client.
- When confirming appointment with client, always ask the client to give at least 24 hours-notice if possible when cancelling the appointment.
- Send out a confirmation text to the client one day prior to their scheduled appointment.

Record keeping

- All customer records must be kept in accordance with privacy legislation.
- No apprentices of College Salon under any circumstances is to give out customer details to anyone other than the customer.
- Every new customer must fill out a consultation form.
- Consultation forms are to be entered into the customer data base on the computer promptly and at the very latest at the end of the day.
- Once consultation forms have been entered into computer data base, hard copies should be stored in the secure designated area.
- Always access and update the records of repeat customers every time they visit College Salon.

Complaints Resolution

Purpose

This policy will provide an efficient, fair and accessible mechanism for resolving complaints in accordance with the principles of natural justice and ensure that complaint handling process is transparent and comprehensive.

Policy Statement

For effective complaint handling there needs to be commitment at all levels of the Directorate. This will enable staff, students and community members to contribute to the improvement of the services.

Complaints about any aspect of the operations, service or personnel will be handled responsively, openly and in a timely manner, with the aim of resolving the complaints at the frontline level of service delivery.

Positive resolution of a complaint will aim to:

- seek resolution at the level at which the complaint is made
- consider all relevant information and views of all parties
- consider policies and legal requirements.

Definitions

Complainant – any community member making a complaint, including services and products.

Client – student or adult who accesses a service.

Complaint – an expression of dissatisfaction with a service provided, a decision made or action taken.

Formal complaint – a complaint which is:

- submitted by letter or email
- written on the complaints brochure
- a verbal complaint, documented by a Directorate officer on the Complaints Procedures – Internal Record Form‟ attached to this policy and identified by the complainant as requiring a response,
- and which cannot be resolved to the satisfaction of the complainant by the officer receiving the complaint.

Best Practice Procedures

- It is expected that written complaints will be acknowledged within five working days.
- The proposed timeframe required to resolve the complaint should be indicated to the complainant as early as possible in the process.
- Complainants should be kept informed of progress towards resolving the complaint.
- It is important that those handling complaints should be independent of the issue of the complaint. If a conflict of interest arises for a staff member involved in the receipt or management of a complaint, the relevant principal, manager or director should be informed and alternate arrangements should be made.
- To protect confidentiality and privacy, staff involved in handling complaints resolution must ensure that information is restricted only to those who genuinely need to know in order to deal with the complaint. Some information about the specific complaint may need to be disclosed to others during its resolution. The complainant should be made aware that this might occur.
- When a complaint is documented, all details should be recorded.
- Complainants should be reassured that their complaint will not lead to discrimination.

- The response to the issues raised by the complainant should be in a non-judgemental and courteous manner.
- The person or section of the Directorate about whom the complaint is made shall have the right to be advised of the identity of the complainant and the complaint.
- Complainants with special needs must be offered reasonable assistance to make their complaint. Information on the process should be readily available, expressed in plain English and in other community languages where possible, in large print or through audio-visual means.
- No action will be taken on anonymous complaints except in exceptional circumstances.

The Resolution Process

- The management acknowledges that concerns and issues exist that may be resolved informally without the need to follow a formal complaints process. In such cases, complainants or their representatives are encouraged to initially raise issues or concerns informally with the relevant member of staff. Discussing the issue or concern may clarify the situation and resolve any misunderstandings satisfactorily.
- If the issue or concern has not been resolved satisfactorily, clients or their representatives should talk to the relevant staff member‟s supervisor.
- If the complaint is about a supervisor, it should be referred to the appropriate Leader. If the complaint is about a manager, it should be referred to the director.
- Where a resolution is not achieved at this level, complaints may be referred to the appropriate Executive Director or to the Director-General.

Review Of Decisions

- If the complainant feels that the complaint has not been resolved satisfactorily they may apply in writing to the decision-maker for a review of the decision.
- The application must set out the grounds on which the review of the decision is sought.
- A director will review the processes and determine if the appeal is to be dismissed or upheld and advise the complainant in writing of the outcome within 28 days after the application for review has been received.

Infection Control Policy and Procedures

Scope

This policy outlines the infection control measures that our business, will follow to ensure the health and safety of our staff and clients in the provision of beauty services. The policy applies to all staff members and clients who visit our premises.

Personal Protective Equipment (PPE)

- Staff members will wear disposable gloves, masks, and aprons when providing services to clients. PPE will be changed between clients to prevent cross-contamination.
- Clients will be encouraged to wear a mask when receiving services.

Hand hygiene

- All staff members will regularly wash their hands with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer.
- Clients will be encouraged to wash their hands with soap and water before receiving services.

Sanitization

- All surfaces, equipment, and tools will be thoroughly cleaned and disinfected between clients using an EPA-approved disinfectant.
- Single-use items such as towels and wax strips will be disposed of after each use.
- All equipment that cannot be properly disinfected, such as buffers and files, will be disposed of after each use.
- All equipment that can be disinfected will be cleaned, then soaked in an EPA-approved disinfectant for the appropriate time, then rinsed and dried.

Physical distancing

- The number of clients allowed in the salon at any one time will be reduced to comply with physical distancing guidelines set out by our state or territory.
- Waiting areas will be spaced out to comply with physical distancing guidelines.
- Face-to-face contact will be avoided where possible.

Staff training

- All staff members will receive regular training on infection control policies and procedures, including proper hand hygiene, sanitization, and the correct use of PPE.
- Staff members will be required to complete a COVID-19 infection control training course, such as the one provided by the Department of Health.

Sick policies

- Staff members will not come to work if they are feeling unwell or displaying any symptoms of illness.
- Clients will be encouraged to reschedule their appointments if they are feeling unwell.

Record-keeping

- We will keep records of all clients and staff members for contact tracing purposes in the event of an outbreak.
- Records will be kept confidential and stored securely.

Review and revision

- We will regularly review and revise our infection control policies and procedures to ensure that they are up-to-date and effective.
- All staff members will be notified of any changes to the policies and procedures.

This policy will be reviewed annually, or more frequently if there are changes to local guidelines and regulations related to infection control.