Hair and Beauty common KSBs

This document is intended for use with Trailblazer groups as a tool to support writing knowledge, skills and behaviour statements and grading descriptors. Statements and descriptors can be contextualised and altered where relevant to the subject sector and are dependent on the chosen assessment method. Suggestions offered should be seen as a starting point for further refinements. Changes to command verbs may need to be applied in line with the assessment method used.

KSB Category	Level	Knowledge	Skill	Pass grade descriptor	Distinction grade description
Assessments	2-6	How client assessments are conducted and the outcomes used to support decision making.	Conduct client skin assessments to ensure suitability of planned service.	Performs a skin assessment to establish suitability of a planned service.	None.
Assessments	2-6	How client assessments are conducted and the outcomes used to support decision making.	Conduct client hair assessments to ensure suitability of planned service.	Performs a hair assessment to establish suitability of a planned service.	None.
Assessments	4-6	Theories that underpin the assessment of client's physical, psychological, and emotional suitability for the aesthetic procedures.	Carry out client welfare assessments to ensure suitability of planned aesthetic procedures.	Demonstrates a welfare assessment of a client's physical, psychological, and emotional suitability for a planned aesthetic procedure.	None.
Communication	2-3	Principles of communication with clients, colleagues and managers.	Communicates with clients, colleagues and managers.	Demonstrates professional communication styles and methods with clients, colleagues and managers.	Justifies their choice of communication style or methods when dealing with clients, colleagues and managers.
Communication	3	Communication techniques to give and receive information, adapting style to audience, and overcoming barriers to communication.	Communicate adapting style to audience to overcome barriers to communication.	Adapts communication style to meet audience needs and overcome barriers.	Justifies choice of communication style.
Communication	3	Methods of building rapport and displaying empathy.	Build rapport and display empathy.	Demonstrates rapport and displays empathy.	Explains benefits of building rapport and displaying empathy.
Communication	3	Listening and questioning techniques.	Applies listening and questioning techniques.	Uses listening and questioning techniques.	Assesses the impact of using listening and questioning techniques.
Communication	4-6	Techniques for managing challenging communications using language and style that reflect the situation and audience.	Manage challenging communications using language and style that reflect the situation and audience.	Manages challenging communications using language and style that reflect the situation and audience.	Evaluates their approach to managing challenging communications.
Communication	4-6	How to interpret non-verbal communication cues.	Interpret non-verbal communication cues.	Interprets non-verbal communication cues.	None.

Consultation	2-5	Types of information discussed with clients during consultations including identification of absolute and relative contra-indications, client concerns, expectations, service objectives and desired outcomes to inform service plan.	Consult clients on planned services.	Discusses with client's absolute and relative contra-indications, their concerns, expectations, service objectives and desired outcomes to inform the service plan.	Provides detailed information regarding absolute and relative contra-indications, client expectations, service objectives and desired outcomes to ensure client concerns are addressed when developing the service plan.
Continuing Professional Development (CPD)	2-3	The importance of identifying and evaluating own learning and development need.	Participate in training and development activities and evaluate the impact of learning on own practice.	Identifies own training and development needs and explains how participation in training and development impacts own practice.	Evaluates how participating in training and development activities improves own practice.
Continuing Professional Development (CPD)	3-6	The use of reflective practice theories and techniques to inform professional development of an individual and improve approaches to practice.	Engage in self-reflection, feedback and professional development activities to improve own professional practice.	Applies reflection techniques to improve own professional practice.	Critically evaluates professional development activities and their impact on own role and on the wider organisation.
Contraindications	2-6	Relative and absolute contraindications with presenting conditions and its impact on services.	Identify contraindications.	Identified relative and absolute contraindications with presenting conditions.	None.
Contra-actions	2-6	The expected and potential adverse contra-actions of services, adverse effects, complications and risks, and the physical sensation that may occur.	Discuss potential adverse contra-actions of planned services, adverse effects, complications and risks, and the physical sensation that may occur.	Explains the expected and potential adverse contra-actions of services, adverse effects, complications and risks, and the physical sensation that may occur with the client.	Evaluates how the expected and potential adverse contra-actions of services, adverse effects, complications and risks, and the physical sensation that may occur with the client, affects the way services are delivered.
Data protection	2-3	Different types of documentation to record information: methods and requirements, electronic and paper.	Record task information.	Records information in line with task requirements.	Explains the importance of recording information and completing documentation.
Equity, diversity and inclusion	2-3	Legislation and organisational policies relating to equity, diversity and inclusion in the workplace.	Follows and supports equity, diversity and inclusion legislation and organisational policies.	Explains how legislation and organisational policies have been followed to support and promote. equity, diversity and inclusion in the workplace.	Evaluates their approach to supporting and promoting equity, diversity and inclusion in the workplace.
Equity, Diversity, and Inclusivity	3	Ways of interacting and meeting the differing needs of individuals of different demographics and cultural backgrounds.	Apply equity, diversity and inclusion principles when interacting with individuals of different demographics and cultural backgrounds.	Applies equity, diversity and inclusion principles when they interact with individuals.	Evaluates the importance of meeting differing needs of individuals.
Equity, Diversity, and Inclusivity	4+	Principles of equity, diversity, and inclusion in the workplace.	Apply equity, diversity, and inclusion procedures.	Explains how they apply equity, diversity, and inclusion procedures to support inclusion in the workplace.	Explains the benefits of supporting a diverse and inclusive culture for the business.

Evaluation	2 -3	How to evaluate the treatment or service outcomes to inform further recommendations.	Evaluate the treatment or service outcomes to inform further recommendations.	Evaluates the treatment or service outcomes to inform further recommendations.	None.
Gaining consent	2-3	The legal requirements and principles of consent.	Establish consent from individuals to provide services.	Acquires consent from individuals prior to providing services.	Explains the importance of gaining consent.
Adverse reactions	2-6	The corrective actions and immediate intervention requirements when adverse reactions occur.	Recognise when corrective actions are required for adverse reactions and take immediate interventions.	Applies immediate intervention to correct adverse reactions.	Evaluates the effectiveness of corrective actions and immediate interventions on the adverse reaction.
Hygiene management	2-3	Hygiene methodologies and techniques.	Select and apply hygiene methodology and techniques.	Explains the use of a hygiene methodologies and techniques. or Selects and applies hygiene methodologies or techniques.	Evaluates hygiene methodologies or techniques.
Legislation and Organisational policies	2-3	Legislation, local and national policies and codes of conduct and practice that apply to own role.	Work in line with the legislation, local and national policies and codes of conduct and practice that apply to own role.	Complies with legislation, local and national policies and codes of conduct and practice within limits of own role.	Explains the impact of legislation on local and national policies and codes of conduct on own role.
Legislation and Organisational policies	4-6	Ethical, environmental and sustainability principles relating to the provision of aesthetic procedures for skin rejuvenation.	Apply organisational policies for ethical, environmental and sustainability practices when providing aesthetic procedures for skin rejuvenation services.	Applies ethical, environmental and sustainability principles relating to the provision of aesthetic procedures for skin rejuvenation within limits of own role.	Critically evaluates the impact of ethical, environmental and sustainability principles on own role.
Legislation and Organisational policies	4-6	Standard Operating Procedure (SOPs), procedural protocols and manufacturer's guidance for aesthetic treatments.	Prepare for services in line with organisational requirements, standard operating procedures (SOP), and manufacturers guidance.	Complies with Standard Operating Procedure (SOPs), procedural protocols and manufacturer's guidance within limits of own role	Explains the impact of Standard Operating Procedure (SOPs), procedural protocols and manufacturer's guidance on own role.
Legislation	2	Health and safety legislation, regulations, guidelines and procedures relevant to own role.	Comply with health and safety legislation, regulations, guidelines and procedures, relevant to own role.	States ways to comply with health and safety legislation, regulations, guidelines and procedures.	None.
Legislation	3 -4	The legislation, regulations, and policies that apply to own role, including the implications of non-compliance.	Applies legislation, regulations, and policies within limits of own role.	Applies legislation, regulations, and policies within limits of own role, explaining the implications of noncompliance.	Critically evaluates the impact of legislation on local and national policies and codes of conduct or practice on own role.
Preparation for procedures	2-6	How client should be prepared pre-service.	Prepare clients for services in line with organisational requirements, procedures, protocols and manufacturer's guidance.	Applies organisational requirements, procedures, protocols and manufacturer's instructions when preparing a client for a service.	None.

Client management	2-6	How client should be managed post-service to maximise results.	Manage the client post-service in line with organisational requirements, procedures, protocols and manufacturer's guidance.	Applies post service requirements, procedures, protocols and manufacturer's guidance to maximise results.	None.
Problem solving	2-3	Problem solving techniques and own level of authority when responding to challenges associated with routine and non-routine issues.	Apply problem solving techniques to resolve routine and non-routine issues within scope of own role.	Describes the techniques used to solve routine and non-routine problems. or Applies problem solving techniques to solve routine and non-routine problems.	None.
Record Management	2-3	Organisational policies for creating and maintaining client records.	Records and stores client information correctly and securely in line with organisational policy.	Applies organisational policies when creating and maintaining client records.	None.
Record Management	2-6	Ways to use, record and store data and information related to individuals securely and in line with General Data Protection Regulation (GDPR) requirements and local and national policies, including the safe use of technology.	Use, record and store data and information related to individuals securely and in line with General Data Protection Regulation (GDPR) requirements and local and national policies, including the safe use of technology.	Uses technology when recording and storing data and information related to individuals in line with General Data Protection Regulation (GDPR) requirements, and local and national policies	None.
Relationship building	3-6	Methods for managing engagement with diverse communities individually and as an organisation.	Engage with individuals from diverse communities.	Engages with individuals from diverse communities. or Explains methods that can be used when engaging individuals from diverse communities.	Evaluates engagement with individuals from diverse communities.
Risks	2-3	Methods of safe working to reduce work related injury including risk assessments, control measures and safe systems of work.	Comply with risk assessments and safe methods of work.	Complies with safe methods of work, including risk assessments and the required control measures.	Explains the importance of risk assessments, and safe systems of working in a salon environment.
Risks	3	Principles of dynamic risk assessment.	Mange risk using dynamic risk assessment of workspace, procedure, and client.	Explains how they conduct and report risk assessments.	Justifies the mitigations utilised when managing risk.
Risks	3-6	Types, causes and corrective measures for service complications.	Manage service complications.	Applies corrective measures to service complications.	Evaluates the efficacy of applied corrective measures.
Stock control	2-3	Stock control methods and processes that take environmental sustainability into account.	Maintain stock levels of resources, equipment and consumables, taking environmental sustainability into account.	Explains how stock is ordered, and levels maintained whilst taking environmental sustainability into account.	Evaluates the effectiveness of stock control processes on the organisation and environmental sustainability.

Sustainability	2-4	Principles of sustainability and efficient use of resources, in line with recycling, reuse, and safe disposal of waste.	Apply the principles of sustainability and segregate used resources for reuse, recycling, and safe disposal.	Demonstrates efficient and sustainable practice when using resources, applying reuse, recycling, and safe disposal principles.	None.
Teamwork	2	Principles of good team working. Team working techniques.	Apply team working principles within the salon.	Describes how they apply team working principles to meet work goals.	Explains how their team focus supports others within the organisation to meet their goals
Tools	2-3	Principles of safe preparation, checking, cleaning and efficient use of manual and electrical tools and specialist equipment.	Selects, prepares, checks, cleans and uses manual and electrical tools, equipment and machinery safely.	Demonstrates how to select, prepare, check, clean and use manual and electrical tools, equipment and machinery safely.	None.
Wellbeing	4-6	The importance of self-care and available support structures	Recognise the importance of self-care, taking appropriate action.	Explains the importance of self-care and how they have accessed available support structures	None.

Behaviours	Level
Communicates and behaves appropriately, is always helpful and courteous and adapts behaviour in response to each client and situation.	2
Flexible and adaptable to changing working environments and demands, demonstrates forward thinking to adopting new ways of thinking and working.	2
Communicates appropriately, is helpful and courteous at all times and adapts behaviour in response to each client and situation.	3
Meets organisational and industry standards of appearance and maintains a positive attitude, observes professional ethics and works as part of a team.	2
Maintain customer care principles and practices: show customers respect at all times and in all circumstances, demonstrate customer empathy, sensitivity and awareness.	2
Salon and industry ambassador - Works collaboratively, contributes ideas and challenges appropriately, leads by example, acting as an ambassador for the organisation and industry.	3
Work collaboratively with other professionals.	4-6
Work within own level of authority, responsibility and competence and recognises when to seek support or assistance.	4-6
Committed to keeping up to date with professional development including industry best practice, emerging knowledge, skills, techniques and new equipment.	4-6
Embraces and values equality, diversity and inclusion, treating everyone with dignity and respect.	4-6
Adapts communication style to the audience to build rapport and positive relationships with colleagues and the public.	4-6