

1. Title of the certificate (NL)

Ervaringsbewijs: kapper-salonbeheerder (m/v)

In the original language

2. Translated title of the certificate

Certificate of professional competence: hairdresser - salon manager (m/f) (EN)
Titre de compétence professionnelle: gestionnaire de salon de coiffure (h/f) (FR)

This translation has no legal status.

3. Profile of skills and competences

The occupational standard was developed and approved by the sectoral social partners.

The holder of the certificate of professional competence can:

adjust the haircut:

- comb through the hair to see if the haircut has been given in a technically appropriate way;
- improve upon cutting errors as to connections;
- improve the cut according to the natural implantation;
- improve the cut in the light of the shape of the face;
- improve the cut in the light of the required hair style.

make colour formulas:

- ask customers what has been done to their hair in the past;
- feel the hair to assess its resistance and elasticity;
- determine and note the hair's natural colour;
- determine and note the percentage of grey hair;
- make the formula in view of the result required;
- make the formula in view of the hair's natural colour ;
- say how the dull appearance of a colouring has to be adjusted;
- say how an adjustment has to be made to grey hairs that are insufficiently covered .

The holder of the certificate of occupational competence is familiar with:

- the colour wheel.

create updos :

- brush the hair from root to tip;
- always set the hair cleanly when achieving the hair style;
- systematically finish other other parts;
- always place the tip of bun behind the ears;
- combine different techniques according to the updo required;
- ensure devices are concealed in the hair;
- ensure the updo is firmly fixed to the head.

interact with customers:

- make contact during arrival and departure;
- provide information about the time schedule and possible changes to it;

Explanatory note

This document is designed to provide additional information about the specified certificate and does not have any legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications, Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/613/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers.

More information available at: <http://europass.cedefop.europa.eu>

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- ask customers what treatment they have come for/want;
- restate the requirements without any jargon/technical terms;
- ask customers if everything is to their satisfaction;
- say what products the customer may use in the light of the hair style and hair;
- offer a solution for a dissatisfied customer.

supervise a team:

- give staff clear tasks;
- tailor tasks to the staff's skills;
- check to ensure staff are carrying out the tasks they have been assigned;
- take immediate action in the event of poor work or unsuitable behaviour;
- provide feedback about the completed task;
- negative comments about a task that has been completed should never be made in the presence of a customer;
- make staff training proposals to the person in charge.

deal with conflicts:

- in the event of a conflict ask the relevant staff about what happened but without taking sides;
- keep asking questions until the actual problem is discovered;
- repeat the problem and ask if the problem is properly understood;
- propose an initial solution;
- ask if the proposed solution is agreed upon;
- say how the conflict is solved;
- report serious conflicts to the person in charge.

plan and organise:

- keep stock up to the required level;
- provide another task as soon as the earlier one has been completed;
- when assigning new tasks take account of the tasks already given;
- mention the work schedule, holidays, days of sickness, unexpected staff absences in time;
- make arrangements so that defects, damaged equipment in the hairdressing salon is replaced or repaired.

working in safe, hygienic and environmentally-conscious conditions:

- provide staff with instructions about how the workplace and equipment has to be maintained;
- inform staff that they have to use protective material;
- inform staff that they must observe the suppliers' requirements;
- take action when staff fail to observe safety and hygiene rules applicable to them;
- take action when staff fail to observe safety and hygiene rules applicable to customers;
- mention hazardous situations to the person in charge;
- mention tidiness-related problems to the person in charge.

4. Range of sectors and occupations relevant to the holder of the certificate

The certificate of professional competence proves that you have acquired the necessary competences to work as a hairdresser, and that you have the skills to coach a team of hairdressers in a salon.

5. Official basis of the certificate

Name and status of the body awarding the certificate <i>Test centre recognized by the Flemish government</i>	Name and legal status of the national/regional authority providing accreditation/recognition of the certificate Flemish Ministry of Work and Social Economy <i>Koning Albert II laan 35 box 21 1030 Brussels</i>
Level of the certificate (national or international) <i>Flemish level RAC (Recognition of Acquired Competences)</i>	Grading scale / Pass requirements <i>All competences as described in point 3 must be proved.</i>
International agreements	
<ul style="list-style-type: none"> • <i>Flemish Government Order of 23 September 2005 implementing the Decree of 30 April 2004 on the acquisition of a certificate of professional competence</i> • <i>Ministerial Order of 15 February 2006 determining the standard for the title of hairdresser – salon manager (= certificate of professional competence)</i> 	

6. Officially recognized ways of acquiring the certificate

Description of followed pathways	Percentage of total programme (%)	Duration (hours/weeks/months/years)
Recognition of acquired competences	100 %	Max. 3 hours
Total duration of the assessment leading to the certificate		Max. 3 hours

Additional information
The assessment was developed according to the hairdresser-manager standard, as established and approved by employees' representatives and employers' representatives from the sector. The assessment consists of an optional portfolio evaluation and the actual assessment by 2 evaluators according to the hairdresser-manager standard.

More information is available at:
www.ervaringsbewijs.be

Flemish overview of Europass certificate supplements:
You can download the Flemish Europass Certificate supplements in different languages and find a description of the national and regional systems for qualifications at:
www.europass-vlaanderen.be/cs